

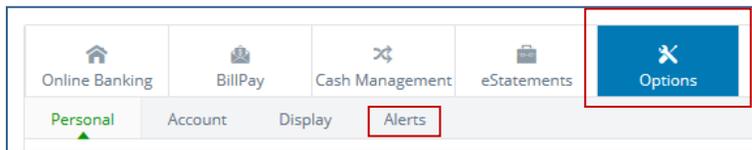
Q. What are ALERTS?

A. Alerts in Online Banking provide a convenient and simple way for you to stay informed about your account activity. Alert notifications keep you up-to-date on your account and allow you to take quick account action if needed. Alerts can be sent as login (to your online banking), email or text message alerts.

Q. Where do I go to set up text or email alerts on my accounts?

A. You need to login to your Online Banking at www.firstreliance.com to set up alerts. Presently they cannot be set up using the Mobile Banking Application, but once set up, you will be able to see Alerts in your Mobile Banking App.

1. In Online Banking go to **OPTIONS > Alerts**



2. There are four ALERT types that appear as suboptions. Select one of the following alert types.



Event: Specified account activity triggers the alert.

Balance: The alert triggers when the account balance goes above or below a specified amount.

Item: The alert triggers when a check clears

Personal: The alert triggers on a specified date. Personal alerts have free-form text.

You can also select **Edit [alert type] Alerts** from the Alerts Listing screen next to an alert.

Complete the necessary fields, select the desired alert delivery method (multiple delivery methods for an alert can be selected), and then select Submit

Q. Where do I put my phone number and email in to receive alerts?

A. You would go to **OPTIONS > Personal**



If you select Email delivery method, then you may be asked to confirm your email address. If you select the Text delivery method, then you may be asked to confirm your phone number and carrier

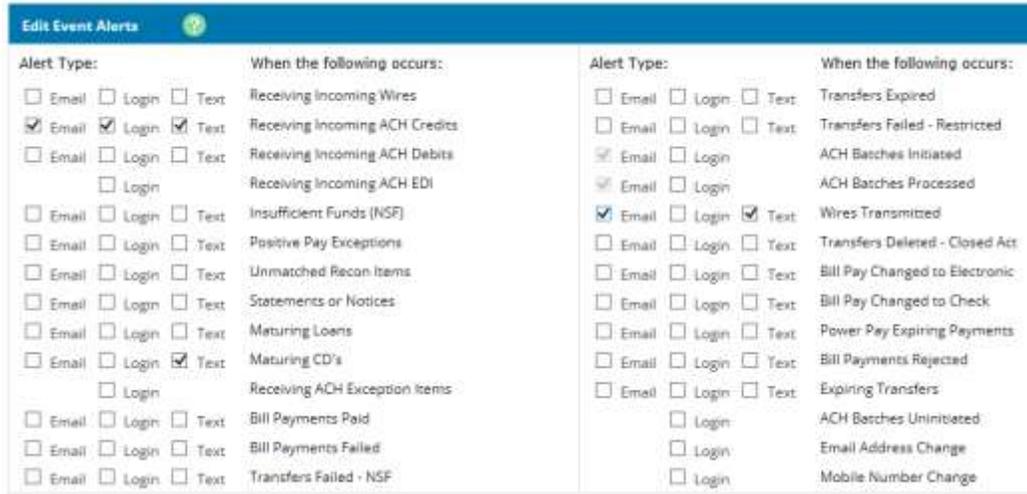
TIP: If you are using text alerts and you do not know your carrier's address, then send a text message to your email address. Once you receive the email, the **FROM** field shows the correct carrier address for your phone.

Q. How do I set up alerts?

A. To enable alerts, select one or more delivery options from the *Alert Type* column

EVENT ALERTS:

- Generate when a specified activity occurs.
- Apply to all accounts linked to your Online Banking.
- Remain in effect until they are deselected.

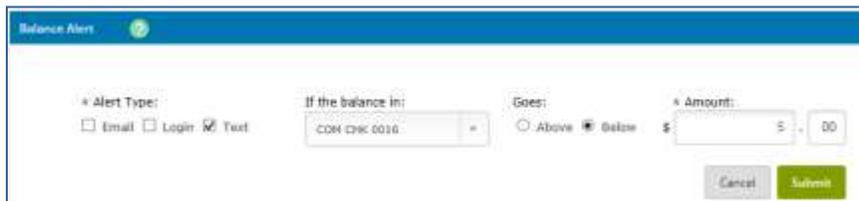


Alert Type:	When the following occurs:	Alert Type:	When the following occurs:
<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Receiving Incoming Wires	<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Transfers Expired
<input checked="" type="checkbox"/> Email <input checked="" type="checkbox"/> Login <input checked="" type="checkbox"/> Text	Receiving Incoming ACH Credits	<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Transfers Failed - Restricted
<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Receiving Incoming ACH Debits	<input checked="" type="checkbox"/> Email <input type="checkbox"/> Login	ACH Batches Initiated
<input type="checkbox"/> Login	Receiving Incoming ACH EDI	<input checked="" type="checkbox"/> Email <input type="checkbox"/> Login	ACH Batches Processed
<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Insufficient Funds (NSF)	<input checked="" type="checkbox"/> Email <input type="checkbox"/> Login <input checked="" type="checkbox"/> Text	Wires Transmitted
<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Positive Pay Exceptions	<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Transfers Deleted - Closed Act
<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Unmatched Recon Items	<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Bill Pay Changed to Electronic
<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Statements or Notices	<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Bill Pay Changed to Check
<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Maturing Loans	<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Power Pay Expiring Payments
<input type="checkbox"/> Email <input type="checkbox"/> Login <input checked="" type="checkbox"/> Text	Maturing CD's	<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Bill Payments Rejected
<input type="checkbox"/> Login	Receiving ACH Exception Items	<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Expiring Transfers
<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Bill Payments Paid	<input type="checkbox"/> Login	ACH Batches Uninitiated
<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Bill Payments Failed	<input type="checkbox"/> Login	Email Address Change
<input type="checkbox"/> Email <input type="checkbox"/> Login <input type="checkbox"/> Text	Transfers Failed - NSF	<input type="checkbox"/> Login	Mobile Number Change

BALANCE ALERTS

To enable a balance alert, choose a deliver option, the desired account, the condition (Above or Below) and the target balance. Balance alerts:

- Generate when your account balance is above or below a specified amount
- Apply to only selected accounts
- Remain in effect until they are deselected



Balance Alert

Alert Type: Email Login Text

If the balance in: =

Goes: Above Below

Amount: \$.

ITEM ALERTS

To enable item alerts, choose a delivery option, check number, and the desired account. Item alerts:

- Generate when a specified check clears.
- Apply to only selected accounts.



Setting Up Mobile Text Alerts in Online Banking

PERSONAL ALERTS

To enable personal alerts, choose a delivery method, a date to receive the alert, and enter a message for the alert.

Q. Are these same functions available in Mobile Banking?

A. Alerts must be set up by logging into Online Banking. You can see any alerts you set up in Mobile Banking if you check the box labeled **login** when setting up your alerts.

Q. Who should I call if I have any questions about setting up Alerts?

A. Please contact our customer care call center with any questions that you may have 888.543.5510.