

# Account Alerts

## Setup Guide and Frequently Asked Questions

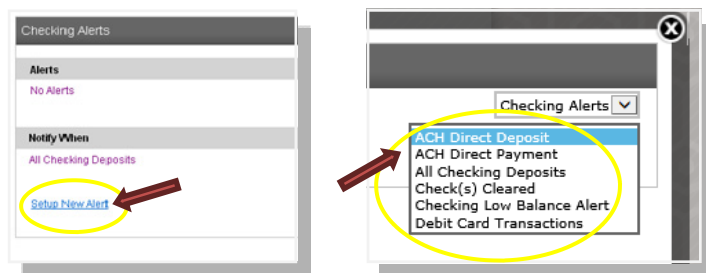
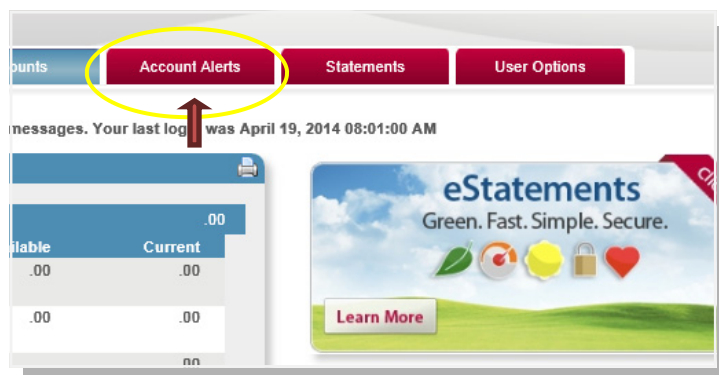
**Need to know when you have a low balance? Stay informed about important activity in your checking or savings account(s) with free Online Banking Account Alerts. They can be delivered to you via e-mail or text\*.**

### Benefit

- Flexibility with more immediate notification for balance related situations
- Reduces the frequency of telephone banking & Online Banking inquiries
- Help prevent fraud or suspicious transactions

### Getting Started

- Sign into Online Banking
  - Click on the Account Alerts tab
  - A new window will open
  - Within the Alerts Menu, click:
    - “Checking Account Alert(s)” or
    - “Savings Account Alert(s)”
  - 1. Click on “Setup New Alert”
  - 2. Select your type:
    - Low Balance Alert
    - Debit Card Transactions
    - Check(s) Cleared
    - All Checking Deposits
    - All Savings Deposits
    - ACH Direct Deposit
    - ACH Direct Payment
  - 3. Click Next
  - 4. Define your Alert criteria and choose the drop down box to select which delivery method you would like
  - 5. Click Finish
- You will receive a confirmation that your alert has been created.



### When will I receive my first alert?

Your first alert will be triggered when activity on your account meets your established alert criteria.

\* 3rd party internet connection fees may apply. For text banking, standard data rates from your wireless provider may apply.

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Support available Monday-Friday. 8:30AM-5PM and Saturday: 8:30AM-12:00 PM

# Frequently Asked Questions

## How do I set up an alert to go to my cell phone or mobile device?

To create a text alert, select “mobile” in the “send to” drop down list, enter your mobile phone number and then choose your mobile phone carrier.

Please keep in mind the ability to receive text messages is dependent on your carrier, service package and phone features. Please check with your provider if you are unsure of your service package features.

## How do I delete an Account Alert?

To delete an Account Alert, login to Online Banking and click on the type of alert you would like to delete. Then choose the “x” next to the alert to be deleted.

## Can I change an Account Alert?

To change an Account Alert, login to Online Banking and click on the type of alert you would like to change. Then choose the “edit” icon next to the alert to be changed.

## Can I receive alerts at more than one e-mail address?

Yes, Simply setup each additional alert with the other e-mail addresses.

## I want my Account Alert to be delivered to a different e-mail address than my Online Banking information. Is this possible?

Yes. The Alert will default to the e-mail address currently on file. If you want to use a different e-mail, simply type over the e-mail address displayed during the setup process. Note: If your e-mail address has changed, please notify us via e-mail at [ibanking@centurybt.com](mailto:ibanking@centurybt.com) so your most current e-mail address is on file.

## Why wasn't my Account Alert delivered?

Please review the following checklist to help identify the solution:

- Account Alerts are e-mailed when the selected activity clears the corresponding account. Please verify the selected activity has cleared your account.
- Has your e-mail address changed? Review the Alert information to ensure your correct e-mail address is on file.
- Have you made any changes to the Alert recently? Review the Alert to ensure your Alert looks correct.
- Please check your SPAM folder within your e-mail. If you find the alert in your SPAM folder, please add [AccountAlert@centurybt.com](mailto:AccountAlert@centurybt.com) to your safe senders list.
- Is your e-mail box full? If so, your Account Alert may not be delivered.

If you continue to have questions about the delivery of your Account Alerts, please contact us at [ibanking@centurybt.com](mailto:ibanking@centurybt.com) or via phone at (517) 278-1504 or Toll Free (866) 680-2265.

## Can I set up more than one Account Alert per account?

Yes, simply setup each Account Alert individually.

## Are Account Alerts secure?

Yes. Your full account number or other identifying or sensitive information is never transmitted in an Account Alert. In addition, we will never ask you to reply to an Account Alert with your personal or account information.