



Set Up Alerts on your Account

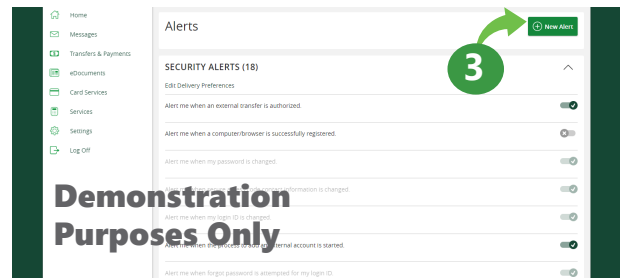
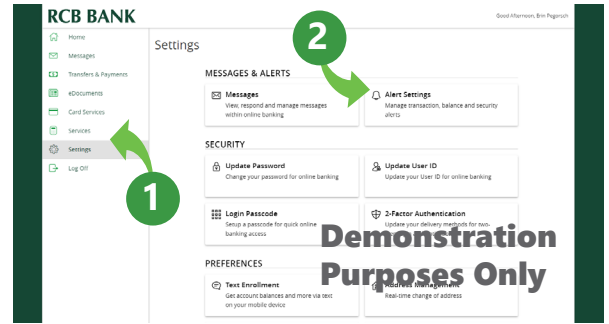
Getting Started

Below are the steps to access the Alerts menu on desktop browsers as well as mobile browsers and the RCB Bank Mobile Banking App. Once you have accessed the Alerts menu, the process of setting up alerts will be similar on desktop and mobile devices.

Accessing the Alerts menu on desktop browsers

Visit RCBbank.bank to login to Online Banking

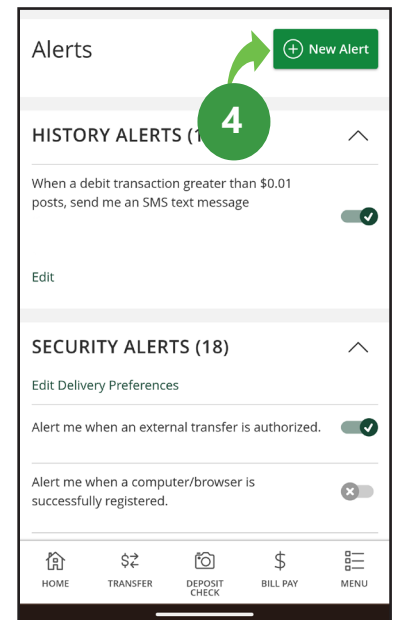
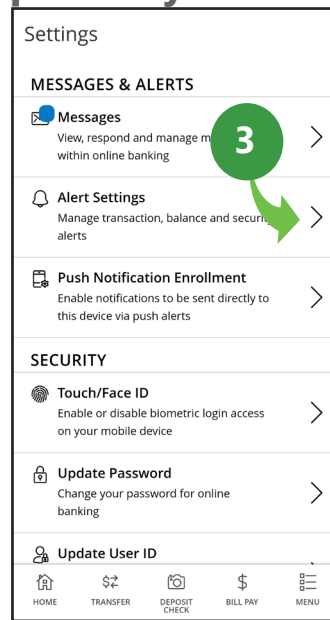
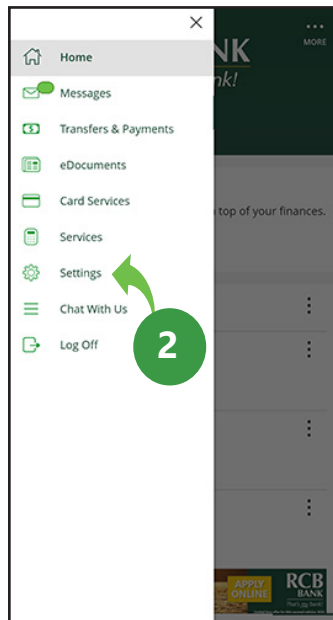
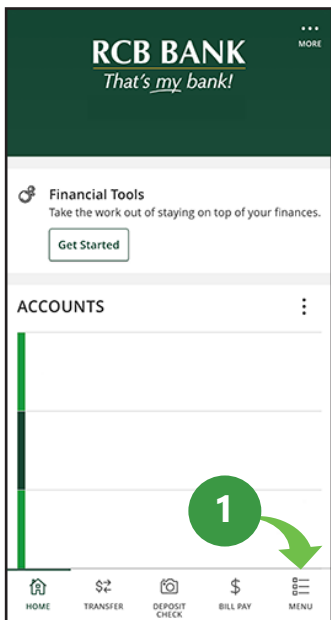
- 1 Click on "Settings" on the left-hand side of the Home screen.
- 2 To open the Alerts menu, click on "Alert Settings" on the top right side of the Home screen.
- 3 Click the New Alert button on the top right of the Alerts menu to create a new alert.



Accessing the Alerts menu on mobile web browsers and the RCB Bank Mobile Banking App

RCB Bank Online Banking and the Mobile Banking App are built to be responsive on mobile devices, therefore the menu navigation to reach the Alerts menu on mobile devices is different. The screenshots below highlight how to access the Alerts menu on your mobile device.

Demonstration Purposes Only



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Set Up Alerts on your Account

Setting Up Account Alerts

1

Click on the green “New Alert” button and from the pop up menu that appears, click “Account Alert”

Account Alerts allow you to set up a notification that will be sent at the frequency you choose or when the balance of an account meets certain conditions.

1

+ New Alert

Account Alert

History Alert

Online Transaction Alert

Reminder

2

Select the account for which you would like to receive notifications.

Once you select an account, a dropdown box labeled “Account Balance Type” will appear with options that are relevant for that type. For demonstration purposes, we have selected a my Cashback checking account.

2

New Account Alert

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Account

myCashBack-Personal *****1839 \$5.71

Account balance type

Frequency

Amount

more than

less than

Exactly

\$

0.00

Alert Delivery Method

Go back

Create Alert

3

Select the type of account balance for which you wish to receive notifications.

The examples seen are available for my Cashback checking accounts. These options will be different based on the type of account you choose. For demonstration purposes, we are selecting available balance.

3

Account balance type

Accrued Interest

Available Balance

Current Balance

Last Deposit Amount

Last Interest Paid Amount

Previous year-to-date interest amount

Year-to-date interest amount

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Set Up Alerts on your Account

Setting Up Account Alerts (continued)

4

Select the frequency for the notifications that you wish to receive.

You can set up notifications to be sent however frequently you like. For demonstration purposes, we are setting this notification to send whenever the available balance of our my Cashback checking account falls below a certain amount by selecting "When alert criteria is met."



4

New Account Alert

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Account
myCashBack-Personal *****1839 \$5.71

Account balance type
Available Balance

Frequency
When alert criteria is met

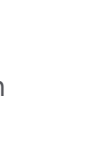
Every day
Every week
Every month
Every year

Go back Create Alert

5

Select the amount that you would like as the notification condition.

You can select an amount and receive a notification if the conditions are met



5

New Account Alert

DEMONSTRATION PURPOSES ONLY

Account

Please select an amount from available fields.

Frequency

Amount
more than less than Exactly

\$ 0.00

Alert Delivery Method

Go back Create Alert

6

Use the "Alert Delivery Method" dropdown menu to select how you wish to receive the notification.

If you select SMS Text Message, please be sure to review the Terms and Conditions and then check the box marked "Agree to Terms."



6

Email

Voice

SMS Text Message

Push Notification

Secure Message Only

7

Finally, click "Create Alert" to complete setting up the Account Alert.



7

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Set Up Alerts on your Account

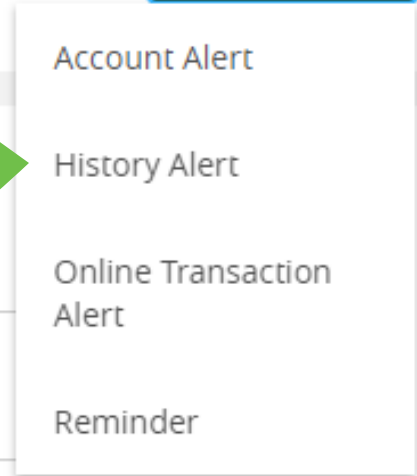
Setting Up History Alerts

Debit/Credit Transaction Alerts

Click on the green "New Alert" button and from the pop up menu that appears, click "History Alert"

A history alert notifies you when:

- A credit or debit transaction is greater than or less than an amount that you specify.
- A specified check number posts.
- A transaction description matches text that you specify.



1 Select Debit Transaction or Credit Transaction based on what transactions you would like.

2 Select if you would like the alert to be when the amount is more than, less than or exactly the amount.

3 Select the amount threshold for the transaction in order to send an alert.

4 Select the account from which the transactions occur.

5 Use the "Alert Delivery Method" dropdown menu to select how you wish to receive the notification.

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New History Alert
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Transaction Type

1 Debit Transaction Credit Transaction

Amount

2 more than less than Exactly

3 \$

Account

4

Alert Delivery Method

5

If you select SMS Text Message, please be sure to review the Terms and Conditions and then check the box marked "Agree to Terms."



Set Up Alerts on your Account

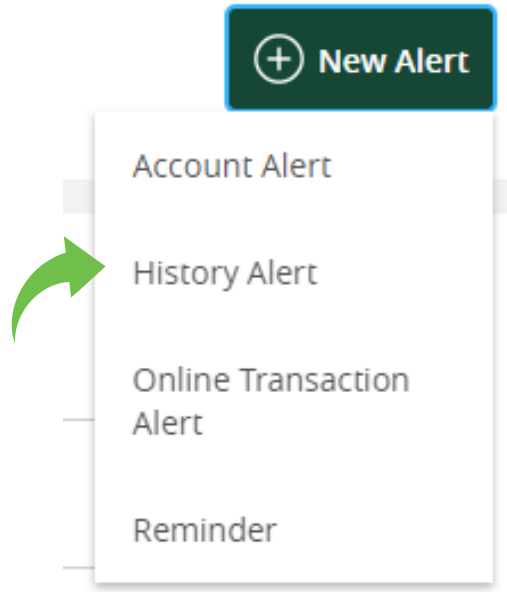
Setting Up History Alerts (continued)

Check Number Transaction Alerts

Click on the green "New Alert" button and from the pop up menu that appears, click "History Alert"

A history alert notifies you when:

- A credit or debit transaction is greater than or less than an amount that you specify.
- A specified check number posts.
- A transaction description matches text that you specify.



1 Select Check Number as the Transaction Type.

2 Enter the check number for which you would like a notification sent once it has cleared your account.

3 Select the account you will be using.

4 Use the "Alert Delivery Method" dropdown menu to select how you wish to receive the notification.

If you select SMS Text Message, please be sure to review the Terms and Conditions and then check the box marked "Agree to Terms."

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New History Alert

Transaction Type

Debit Transaction Credit Transaction **1** Check Number Description

Check Number

2

Account

3

Alert Delivery Method

4

Go back Create Alert

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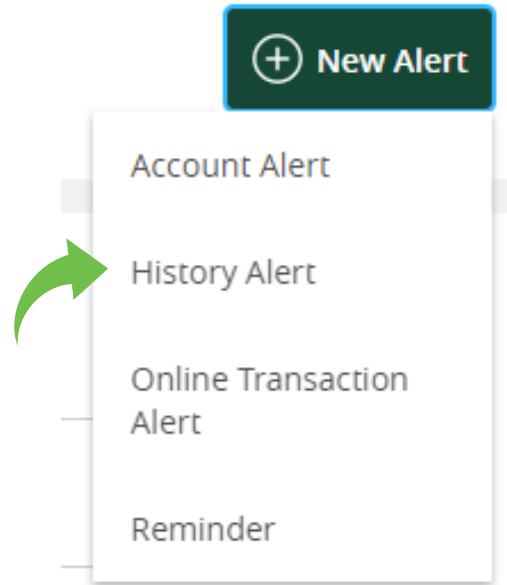
Setting Up History Alerts (continued)

Description Alerts

Click on the green "New Alert" button and from the pop up menu that appears, click "History Alert"

A history alert notifies you when:

- A credit or debit transaction is greater than or less than an amount that you specify.
- A specified check number posts.
- A transaction description matches text that you specify.



1

Select Description as the Transaction Type.

2

Enter the keyword for which you would like a notification of transaction. For example, "Social Security" or "Payroll." (The keyword must appear in the transaction details that are sent to RCB Bank.)

3

Select the account you will be using.

4

Use the "Alert Delivery Method" dropdown menu to select how you wish to receive the notification.

If you select SMS Text Message, please be sure to review the Terms and Conditions and then check the box marked "Agree to Terms."

New History Alert

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Transaction Type

Debit Transaction Credit Transaction Check Number **1** Description

Description

Account

Alert Delivery Method

Go back Create Alert

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Set Up Alerts on your Account

Other Alert Types and Opt-Out Information

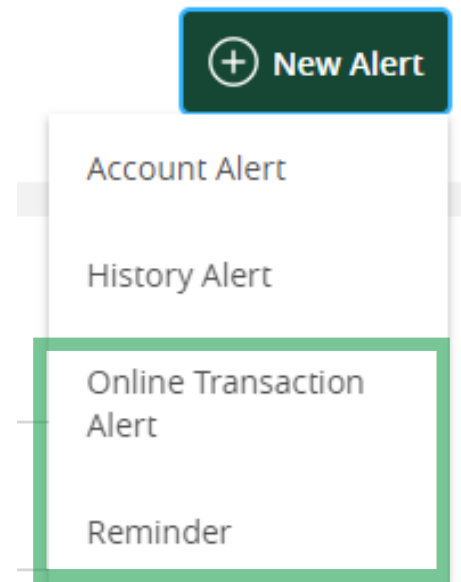
RCB Bank Online Banking offers many other useful alerts, such as:

Online Transaction Alerts

Receive notifications if there is change of address, check reorder, funds transfer or stop payment.

Reminders

Receive notifications on important events like birthdays, anniversaries or other important dates.



Text Alert Opt-Out Information

- Reply STOP to 86434 to opt-out of receiving alerts by text. If you have replied STOP to opt out of receiving alerts by text, you will need to reply START to 86434 in order to receive alerts by text again.
- Replying STOP will not affect any alerts set up via push notification, email or voice notification.
- Replying STOP will not affect Text Banking.
- **NOTE:** Replying STOP to 86434 will also affect the ability to receive security access codes by text. The only option to receive security access codes would be via phone call.

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