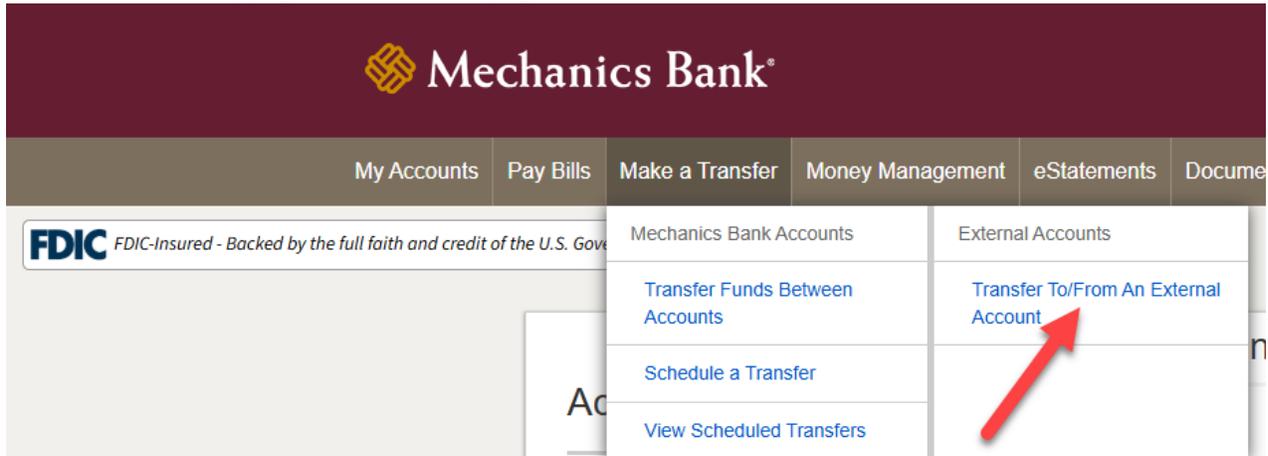
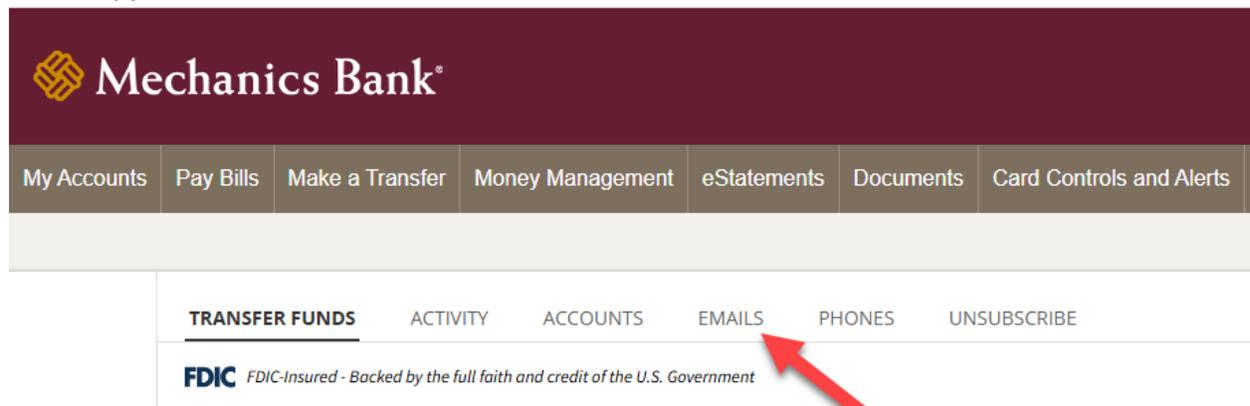


It's critical that you maintain a valid email address in External Transfers. Bad email addresses can impact your ability to send/receive funds from your own accounts at other Financial Institutions.

1. Access External Transfers from either Online or Mobile Banking.
2. From Online Banking, hover over “Make a Transfer” and select “Transfer To/From An External Account.” From the Mobile App, go to the “More” page and select “External Account Transfer”.

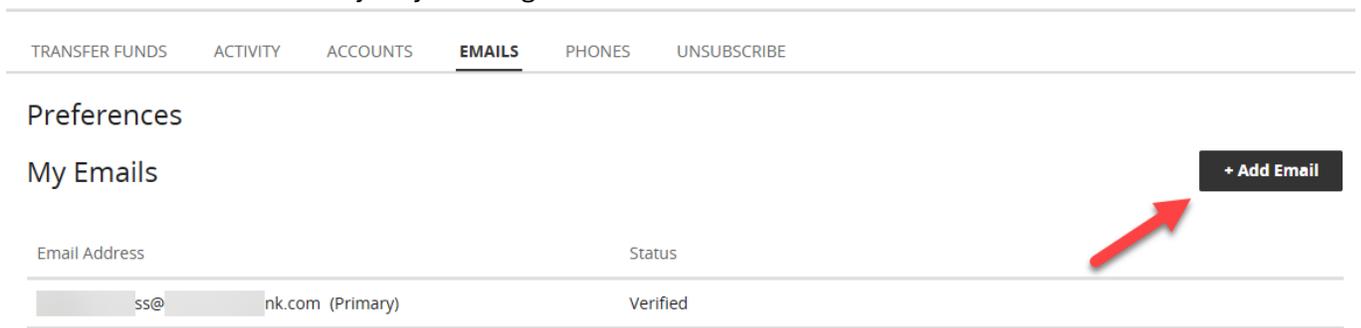


3. Click “EMAILS” from the Main Menu in Online Banking. Select the Menu > EMAILS > My Emails in the Mobile app..



## Create Transfer

4. Review all email addresses in your Preferences. If the “Primary” email address is not valid, please add a new email address and verify it by entering the verification code sent to the new email address.



5. Enter your updated email address in field provided and click Add.

### Add Email

Enter the email you want to add to your profile.

Email Address

We'll send a confirmation to this email address with instructions about how to verify it.

6. You will receive confirmation of the email address added to External Transfers. Click OK to close this window

### Email Added

You've successfully added [redacted] ss@[redacted] al.net. Check this email for the verification code we sent.

7. The newly added email address will appear below the invalid email address. The newly added email address still needs to be verified before it can be used.

TRANSFER FUNDS   ACTIVITY   ACCOUNTS   **EMAILS**   PHONES   UNSUBSCRIBE

### Preferences

#### My Emails

Email Address	Status
[redacted] ss@[redacted] nk.com (Primary)	Verified
[redacted] ss@[redacted] al.net	Awaiting Verification

8. Click the right arrow on the newly added email address and select Verify. A One Time Code will be sent to the email address recently added, that must be entered into the Verify Email > Verification Code window. Click Submit to verify the new email address.

**Verify Email** ✕

Enter the verification code sent to [redacted]ss@[redacted]al.net.

Verification Code

108368

[Resend code](#)

9. You will receive a “Email Verified” message if the correct code was entered in the previous screen. Click Done.

**Email Verified** ✕

✓ You've successfully verified [redacted]ss@[redacted]al.net

10. Both the old and newly entered email address is displayed. Make the newly entered email address your “Primary” email address. Only Primary email addresses receive messages when External Transfers are submitted and executed. Click Make Primary on the newly entered email address.

TRANSFER FUNDS   ACTIVITY   ACCOUNTS   **EMAILS**   PHONES   UNSUBSCRIBE

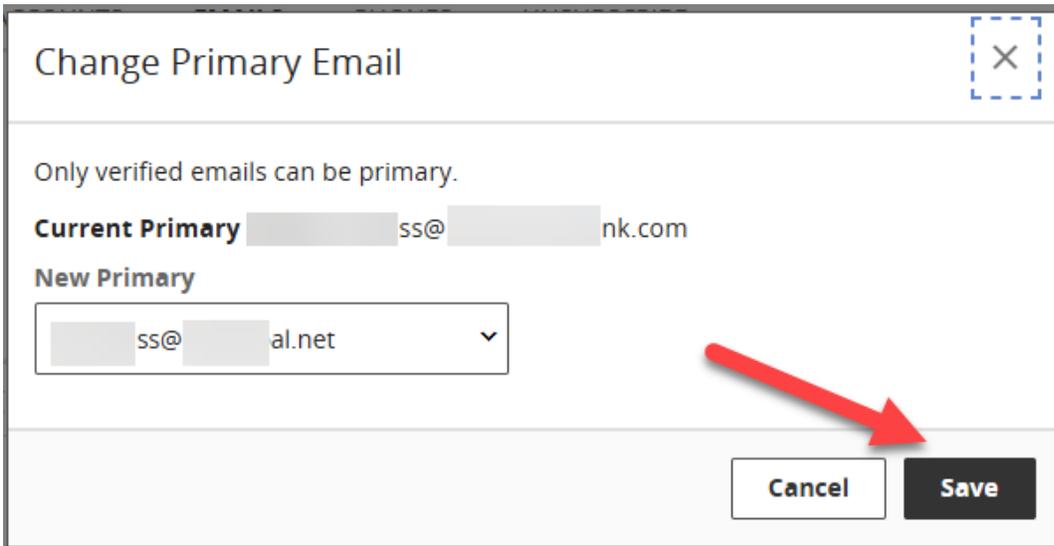
Preferences

My Emails

Email Address	Status
[redacted]ss@[redacted]nk.com (Primary)	Verified
[redacted]ss@[redacted]al.net	Verified

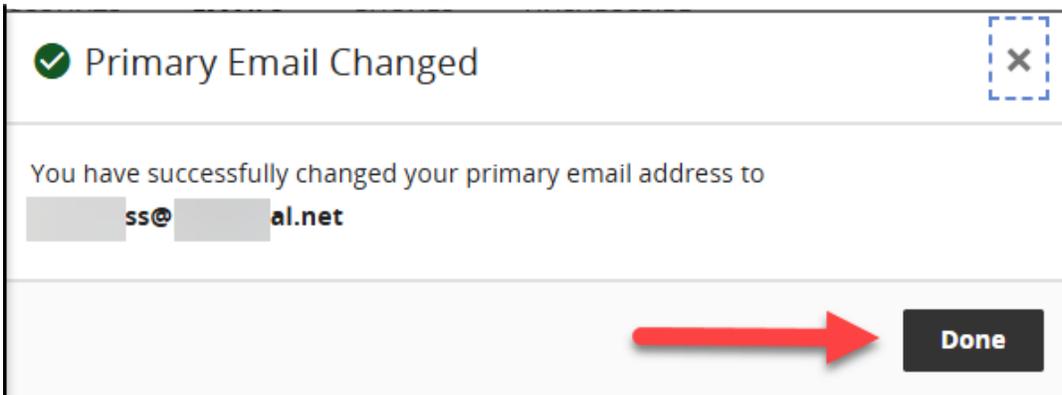
Your email has been validated. Please take action to remove or make this email your primary email address.

11. The Change Primary Email window appears showing the current Primary email address and the newly entered email address as the New Primary email address. Click Save.



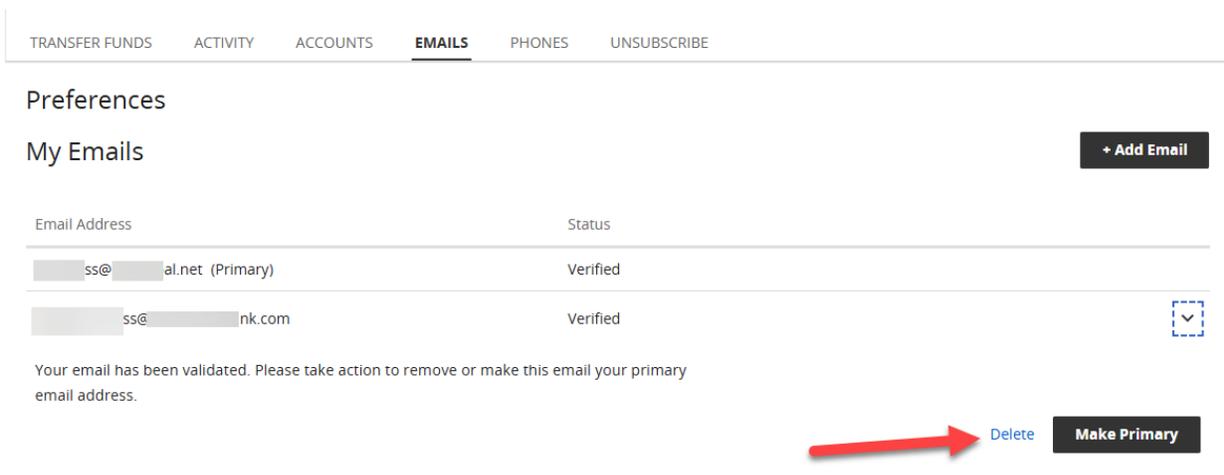
The dialog box is titled "Change Primary Email" and has a close button (X) in the top right corner. Below the title, it says "Only verified emails can be primary." It shows the "Current Primary" email address as [redacted]ss@[redacted]nk.com. The "New Primary" email address is selected in a dropdown menu as [redacted]ss@[redacted]al.net. At the bottom, there are two buttons: "Cancel" and "Save". A red arrow points to the "Save" button.

12. You will see a "Primary Email Changed" successfully message click Done.



The message box is titled "Primary Email Changed" with a green checkmark icon. It says "You have successfully changed your primary email address to [redacted]ss@[redacted]al.net". At the bottom right, there is a "Done" button. A red arrow points to the "Done" button.

13. Your newly added email address is now Primary, the invalid email address can be deleted. Click the right arrow next to the invalid email address and click Delete to remove the invalid email address.

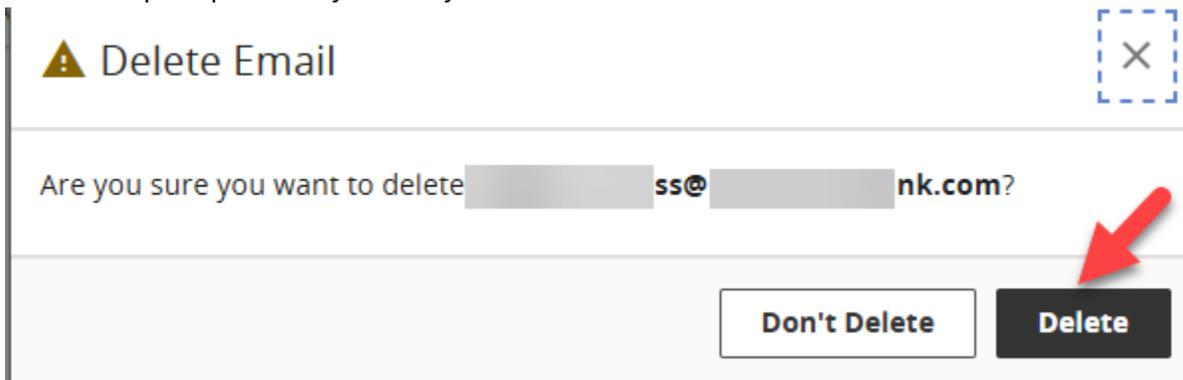


The interface shows a navigation bar with "TRANSFER FUNDS", "ACTIVITY", "ACCOUNTS", "EMAILS", "PHONES", and "UNSUBSCRIBE". Below is a "Preferences" section with "My Emails" and an "+ Add Email" button. A table lists email addresses and their status:

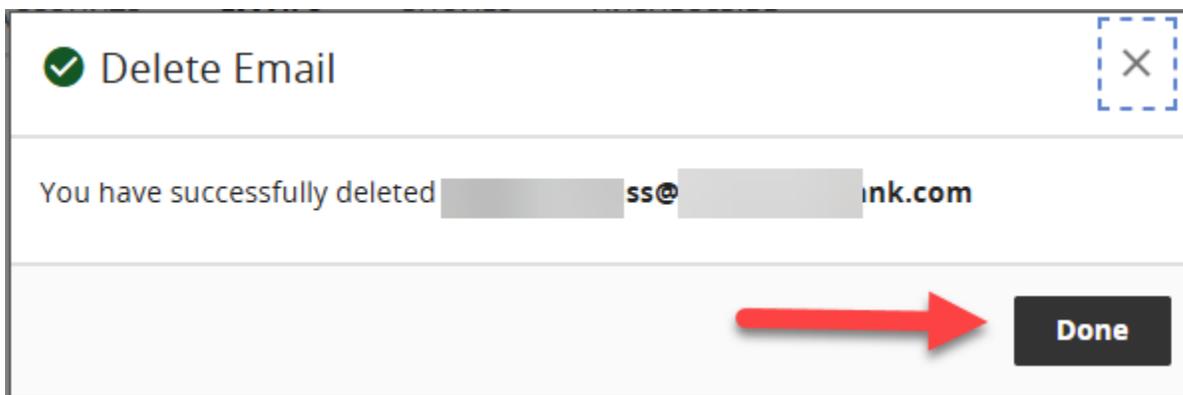
Email Address	Status
[redacted]ss@[redacted]al.net (Primary)	Verified
[redacted]ss@[redacted]nk.com	Verified

Below the table, there is a message: "Your email has been validated. Please take action to remove or make this email your primary email address." At the bottom right, there are two buttons: "Delete" and "Make Primary". A red arrow points to the "Delete" button.

14. You will be prompted “Are you sure you want to delete....?”. Click Delete to remove the invalid email address.



15. You will receive a confirmation of the deleted email address. Click Done.



16. The newly added Primary email address should be displayed as expected with a status of “Verified”.

