

New! NotifiAlerts

Quick Reference Guide

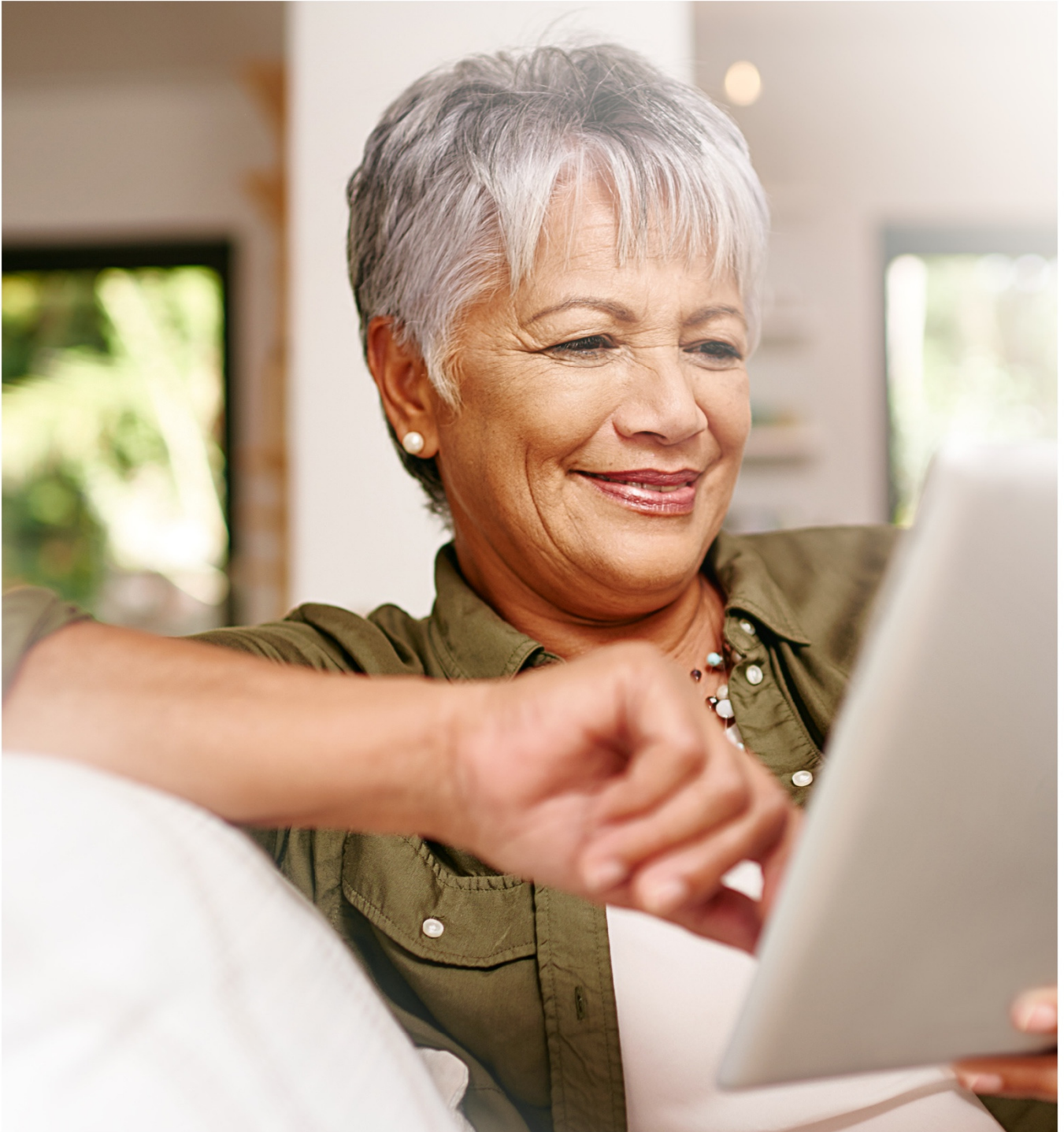


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What's new

- Beginning September 1 our Online Banking Alerts will be upgrading to a more powerful system called Notifi Alerts.
- Delivering alerts, notifications and events to any device or system in real-time.
- Choose from dozens of new alerts.
- Customers/members can choose how and when information is delivered.
- Coming soon: Actionable alerts will allow customers to take immediate action directly from the alert – release date to be determined.
- Customers/members have more control over all aspects of their banking account activity.

Powerful Fraud-Fighting Tool

- We strongly encourage all customers/members to set up Notifi Alerts to monitor their account activity. They'll know exactly what's happening with their money, and can watch for suspicious activity in real-time.
- Notifi Alerts helps to protect our customers/members...and our financial institution.
- Customers/members can set up Notifi Alerts beginning September 1.
- Notifi Alerts are free.

Important Notice

- It's important for our customers/members to log on to set up your new Notifi Alerts on or after September 1.

Setting Up Notifi Alerts

1. Log on to Online Banking. Select Alerts.
2. Click each Category in Alert Options to view list of available alerts.
3. Select the Alerts you want to receive for each account.

Then check how you would like to receive them, and save.

They'll receive a message the moment any of the alerts are triggered.

Watch our video tutorial to learn how to set up and use Notifi Alerts at

<https://www.oectours.com/mobile/?b=452&c=120220>

Choose from Dozens of Alerts

- **A purchase using your debit card was just processed.** You instantly know.
- **An ATM withdrawal is made.** You instantly know.
- **A check clears that exceeds the amount you set.** You instantly know.
- Security alerts
- Balance alerts
- Transaction alerts
- ATM alerts
- View full list of Notifi Alerts at www.focusbank.com

Select the Delivery Channel

- **Text** - Receive Notifi Alerts through text messages* on your smartphone or wearable devices.
- **Email** - Receive email messages about your account activity.
- **Mobile Banking App** - Receive push notifications from your smartphone. Activate these alerts from our Mobile Banking app.
- **Online Banking Message Center** - View your Notifi Alerts every time you log on to Online Banking.

*Text message and data rates may apply from your service provider.

Alerts from Mobile Banking

- Choose to receive real-time push notifications to a smartphone.
- Activate these alerts right from our Mobile Banking app.
- View history of Notifi Alerts too.
- Watch our Mobile Banking video to learn about mobile alerts at <https://www.oectours.com/mobile/?b=452&c=120038>

Frequently Asked Questions

Do I have to be enrolled for Online Banking to receive Notifi Alerts?

Yes. You can set up alerts from Online Banking. Or you can choose to receive push notification alerts, which are set up from our Mobile Banking app.

Can I use alerts to help guard against fraud?

Absolutely. We recommend that all customers/members set up Notifi Alerts to monitor account activity.

When you activate Notifi Alerts you'll know exactly what's happening with your money, and you can watch for suspicious activity in real-time.

Is there a fee to receive alerts?

No. This is a free service.

However note that text message and data fees may be charged by your service provider to receive text alerts.

How do I sign up to receive Notifi Alerts?

Simple. After September 1, log on to Online Banking and select Alerts.

You can choose the alerts you wish to receive from the Alert Options tab.

Can I send alerts to more than one person?

Yes. When setting up alerts, in the Contact Options tab there is a link to add additional email addresses and text numbers.

How do I activate an email address or phone number to receive alerts?

When setting up alerts from the Contact Options tab, click "send activation code".

Type the code you receive into the activation box.

Can I choose not to receive alerts in middle of the night?

Yes. Each alert you choose has a "do not disturb" option.

Any alerts generated during that time period will be held until that period ends.

Can I review past alerts?

Yes. Log on to Online Banking and go to the Sent Alerts screen.

- It displays a list of your alerts with the details.
- You can mark as read or delete past alerts from here.
- You can also view past alerts from our Mobile Banking app.

How do I delete or modify alerts?

From the Alert screen, click the Overview tab to view all of your alerts.

Click to Edit or Delete any existing alert.

Can I take action from an alert?

Notifi Alerts will soon offer the ability to take action directly from the alert.

Can I set up alerts from the mobile banking app?

Yes. To set up push notifications through our Mobile Banking app, log on, select More from the main menu, then Alerts.

Turn on Push Notifications.

Once turned on, you can set up account alerts, security alerts, and view your recent history of alerts sent.

What are the system requirements to receive alerts through the Mobile Banking app?

Our Mobile Banking app supports mobile devices using operating system versions of Android 4.1 or Apple iOS 8 or newer.

About Our Upgrade

Insert information about the upcoming conversion dates and special notices.

On September 1, we will go live with our new NotifiAlert system.

- Customers/members will need to set up their new alerts beginning September 1.

Employee Participation

- This is a powerful new service that can help our customers/members better manage their money and watch for suspicious activity.

- You are the key to successfully educating and assisting our clients.
- Talk to customers/members about enrolling for our free Notifi Alerts beginning September 1.
- One-on-one interaction with clients helps to build relationships.
- Direct clients to view our Online Education Center – a series of video tutorials for our new Notifi Alerts and Mobile Banking Notifi Alerts.
<https://www.oectours.com/mobile/?b=452&c=120220>
- To properly assist clients, you must be familiar with the use of our new Notifi Alerts.
- Watch the video tutorials for Notifi Alerts and Mobile Banking Notifi Alerts.
<https://www.oectours.com/mobile/?b=452&c=120038>
- We strongly encourage all employees to enroll and use our new Notifi Alerts beginning September 1.

Thank You.

If you have questions, please contact your supervisor.