



PEOPLES ONLINE BANKING – NEW LOOK AND FEATURES

MODERN AND RESPONSIVE

Peoples Online has a sleek, updated interface that works on your desktop, laptop, tablet or cell— giving you freedom to do your banking wherever and whenever.

NEXT-GENERATION AUTHENTICATION

We're using the latest authentication technology to continue to keep your online sessions safe and secure. Because of this, you may be prompted to confirm your identity through a one-time PIN when you first sign-on to Peoples Online after the upgrade.

UPDATED MENUS

For brevity and efficiency, some menu options are changed. **Make Payments** and **Transfer Funds** menus are combined into the **Move Money** menu. **Documents**, including Statements, are now found under the **Accounts** menu.

ACCOUNT OVERVIEW

The Account Overview page is the first page you'll see after signing on to Peoples Online. This page offers two distinct formats that are designed to give you the best view of your accounts.

Card/Tile View


Each account is presented as a card/tile that includes balance information with links to related tasks at the bottom of the card/tile, this is the default view for Peoples Online.

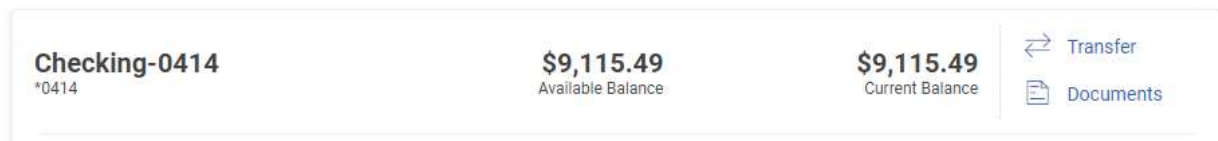
You can change to the list view by clicking the list view icon  [List view](#).



List View

Each account is presented as a row in a table that includes balance information with links to related tasks on the right end of the row.

You can change to the card view by clicking the card view icon  [Card view](#). This will only update the view for that session, the view will automatically change back to the default Card/Tile view.





TRANSACTION HISTORY

You can easily search transaction history by going to the Accounts Menu and Detail and then clicking Search next to the Posted Transactions. You can select a 30, 45, 60, or 90-day view or enter a specific date range. You can also search on transaction type or specific transaction details, such as amount or check number.

Posted Transactions [Hide Search](#)

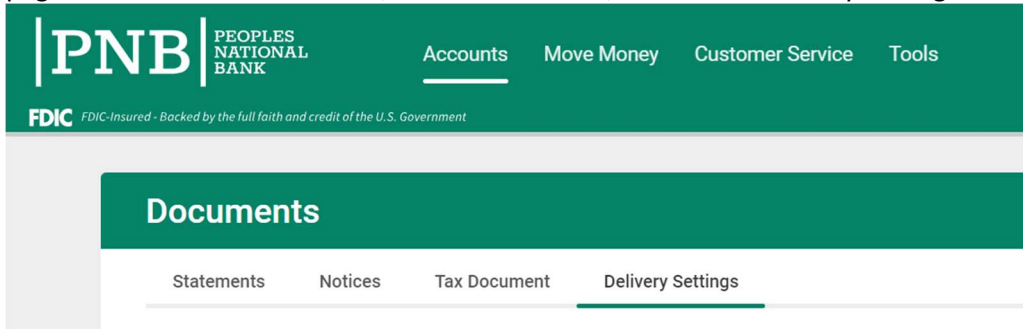
Time Period
30 Day View ▼

Type
All ▼

Transaction
All ▼

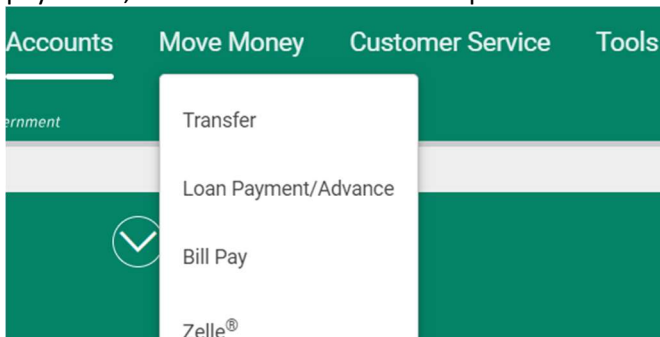
STATEMENT DELIVERY

Choose your statement delivery preferences through the new Delivery Settings tab on the Documents page. Go to the Accounts menu, select Documents, then select Delivery Settings.



MOVE MONEY

The Move Money menu allows you to transfer funds, make loan payments or advances, make bill payments, and now also includes the option to send funds via Zelle.





SELF ADMINISTRATION

The Account Maintenance is now under Customer Service menu and Self Administration. Use this page to manage your password, email, telephone numbers, and user name.

The screenshot shows the PNB website's 'Self Administration' section. The top navigation bar includes 'Accounts', 'Move Money', 'Customer Service' (which is underlined), and 'Tools'. Below this, the 'Self Administration' title is displayed in a green header. Underneath, there are four tabs: 'Change Password' (which is selected and underlined), 'Personal Preferences', 'Change Username', and 'Mobile Banking'. A message states: 'Only one password change is allowed in a day. Your password was last changed on August 20, 2020'. Below the message are two input fields: 'Current Password' and 'New Password', each with a toggle icon on the right side.

ALERTS

Your alert preferences can be updated by going to the **Customer Service** menu and **Alerts**. You can choose which alerts you would like to receive and the method to receive those alerts. You will need to log into Peoples Online and reestablish any alerts you would like to continue to receive. A **Yes/No** slide button allows you to easily subscribe to or unsubscribe from certain alerts.

To set up text alerts you must first enroll your cell phone number. Go to the **Customer Service** menu and click **Self Administration**. Select **Mobile Banking** and then Go to Mobile Banking. Click Add Text Banking and complete all required information (phone number and carrier). Read and agree to the terms and conditions. Click Enroll. You will get a text message and see an Activation code on your screen, reply to the text message with that activation code. Your phone number is now enrolled and you can select to receive text alerts.

SECURE MESSAGING

You may send us a secure message by going to the **Customer Service** menu and **Secure Messaging**. The Secure Messaging page is separated into the following tabs: **Compose**, **Incoming**, **Sent**, **Archived**, **Contact Information**, and **Service Requests**.

Use **Compose** to reach out to us about any of your Peoples Online questions or concerns. Use **Incoming** to view any of the messages we've sent to you. Use **Sent** to view any of the messages you've sent to us. The **Archived** tab includes any of the messages from us that you've chosen to keep. The **Contact Information** tab is where you'll find our contact information. **Service Requests** is where you'll go to send us a secure file or to change your address.

TOOLS

Under the Tools Menu you can reorder checks and access various Financial Calculators.

CONTACT US

If you have any questions or concerns about this upgrade to your Peoples Online experience, please call 1-877-378-1909 or email customer.support@peoplesnationalbank.com.



FREQUENTLY ASKED QUESTIONS

Q. Why are accounts that I have hidden from view on Peoples Online now showing in my Mobile App?

A. These will temporarily show in the Mobile App after the upgrade. There is a future mobile app enhancement coming that will address this issue. In the meantime, you can always edit your account names by going to the Customer Service menu and Account Maintenance. We suggest adding a "Z" in front of any accounts that you have hidden in online banking and for now these would show at the bottom of your list of accounts in the mobile app.

Q. Why are names of my accounts now listed differently in the Mobile App?

A. There is a future mobile app enhancement coming that will address this issue.

Q. Why am I no longer receiving my account alerts?

A. You will need to sign into Peoples Online and reestablish any account alerts you would like to receive. These can be set up by going to the Customer Service menu and Alerts.

Q. How do I set up eStatements?

A. Go to the Accounts Menu and Documents and then select Delivery Preferences.

Q. How do I download transactions?

A. Go to the Accounts menu and Reports. Select the account, time period, transaction type and file format.

Q. How do I change my default payment account for Bill Pay?

A. Go to Move Money and click Bill Pay. Then click Resources on the right and go to Funding Accounts. Select Change default funding account and choose the account you would like to use. Click Save changes.