# **P**premier bank

POWERED BY PEOPLE.

## Account Alerts Customer Guide

	Alerts					<u>ن</u>				
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	Card	tion Balar Balar	ce ce Summary		•					
	Mobile De	Chec	< Cleared		•					
	erts	Loan	Payment Due		•					
	it Card	Trans	actions							
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<ul> <li>Mobile Deposit</li> <li>Transfers</li> </ul>										
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Stay up to date and in control of your finances by setting up **Account Alerts** within Premier Bank's **Online** and **Mobile Banking**<sup>1</sup>. You can choose if you want to get texts or emails from Premier Bank when certain activities occur on your accounts. You establish the rules in a way that works for you!

### **Online Banking**

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#### Mobile Banking<sup>1</sup> Table of Contents

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 Send us a secure message through your Online or Mobile Banking<sup>1</sup> account.

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- 1-877-367-8178
- yourpremierbank.com





#### **Online Banking**

#### Add a Mobile Phone Number & **Enable SMS Text Messages**

In order to receive alerts via SMS Text, you will first need to confirm your mobile phone number. An SMS tile will appear under your mobile phone number when SMS is enabled. After logging into your account:

- 1. Select Settings under Services.
- 2. Click on Contact.

Phone Numbers

3

HOME

WORK

MOBILE

- 3. Select the Edit (Pencil) Icon next to Mobile and add your mobile phone number.
- 4. Enter your Mobile Phone Number and check the box next to I Would Like to Receive SMS Text Messages To This Number, Click Send a code via text.
  - Please Note: You have the option to checkmark and Set As Preferred Contact Phone.
- 5. Choose how you would like to receive a one-time code to verify your identity and mobile phone number:

XXX-XXX-XXXX PREFERRED

xxx-xxx-xxxx

anges Cancel

Text, Email or Call, then click Send Code.



#### Online Banking con Add a Mobile Phone Enable SMS Text Me

- 6. Enter the code and cl
- 7. A code will be text to the SMS Confirmation Confirm Code
- 8. Your mobile phone nu and confirmed. Click
  - Please Note: You h to checkmark and Contact Phone.
- 9. You'll go through one to receive SMS text m how you would like to verification code:
  - Text, Email or Call Send Code button
- 10. Enter the code and cl

Phone Number successfully updated.

Addresses

Phone Numbers

Profile Security Contact Accounts Applications

11. You'll receive confirma Phone Number success SMS Tile will appear r phone number.

	Phone Number	Verification Needed ×
		Please verify your identity before completing this action.
		Text Email Call
e Banking continued		The code will expire in 5 minutes. Enter code
Mobile Phone Number &		556256
SMS Toxt Mossages		Resend code
E SMS TEXT MESSages Continued		Cancel
<ul> <li>nter the code and click Verify.</li> <li>code will be text to your phone. Enter</li> <li>a SMS Confirmation Code and click</li> <li>onfirm Code</li> <li>our mobile phone number is now added</li> <li>and confirmed. Click Save Changes.</li> <li>Please Note: You have the option</li> <li>to checkmark and Set As Preferred</li> <li>Contact Phone.</li> <li>ou'll go through one more verification</li> <li>b receive SMS text messages. Choose</li> <li>ow you would like to receive the</li> <li>erification code:</li> <li>Text, Email or Call, then click the</li> <li>Send Code button.</li> <li>nter the code and click Verify.</li> <li>ou'll receive confirmation that your</li> <li>hone Number successfully updated. An</li> <li>MS Tile will appear next to your mobile</li> </ul>	MOBILE	XXX-XXXX   I Mould Like To Receive SMS Text Messages To This Number data text messaging rates will apply. The rest of the rest of the rest of this number until it is confirmed.   Code   2g875   Confirm Code   2g875   Confirm Code   Resend confirmation code   XXX-XXXXX   Subscience   Audit Like To Receive SMS Text Messages To This Number charart ext messaging rates will apply.   Confirm Code   Resend confirmation code   XXX-XXX   Subscience   Subscience   Subscience   Contented
hone number.		Verification Needed ×
lumber successfully updated.	×	Please verify your identity before completing this action.
urity <u>Contact</u> Accounts Applications		Text Email Call The verification code will be sent to your phone via SMS. Sandard messaging rates apply.
ADDRESS Sample Address	·	Cancel Send Code
umbers		
HOME XXX-XXX PREFERRED		Verification Needed ×
WORK		Please verify your identity before completing this action.
		Text Email Call
		The code will expire in 5 minutes. Enter code
		169514
<i>Please Remember:</i> Premier Bank will never contact you to ask you for any verification codes. Please do not share these codes with anyone.		Resend code





#### Online Banking Continued ...

#### Set Up Account Alerts

- 1. Log in to Online Banking.
- 2. Hover over Services and select Alerts.
- 3. Select the type of **Alert** from the list on the left.
- 4. Choose the **Account** you would like to set up alerts for from the dropdown list.
- 5. Toggle the Switch(es) for the type of alert you want to set.
- 6. Select your alert type, dollar amount, if applicable, and how you would prefer to be alerted.
  - Please Note: In order to receive alerts via SMS Text, you will first need to add and confirm your mobile phone number. An SMS tile will appear under your mobile phone number when SMS is enabled. Please <u>click here</u> or visit page 3-4 to view the Add a Mobile Phone Number & Enable SMS Text *Messages* section for detailed instructions on enabling your mobile phone number.

7. Click Save.

Accounts Accoun	Support Debit Card Management Disputes/Stop Payments	© E E C C C C C C C C C C C C C	Accounts   Accounts	Accounts Selected Acco HEALTH SA Balance Balance Summary Check Cleared Insufficient Funds Loan Payment Due Returned Check	
	Accounts Selected Ac HEALTH 1 Balance Balance Summary Check Cleared Insufficient Funds Loan Payment Due Returned Check Transactions Transaction Description	Balance Receive an alert whenever a tran that causes the balance to fall be arount(s). If current balance is below If current balance is above Choose delivery method If current balance is above Branil Sample@Email.com	xaction is made on this account low or go above the specified	Transaction Description	

Personal & Small Business

Log into Online Banking

Enter Username...

Enter Password...

🔒 Log In

Enroll in Online Banking

Password

Commercial

Forgot Username

Wealth

Forgot Password

Additional Services 🔨



#### Mobile Banking<sup>1</sup> Add a Mobile Phone Number & Enable SMS Text Messages

In order to receive alerts via SMS Text, you'll first need to confirm your mobile phone number. An SMS tile will appear under your mobile phone number when SMS is enabled.

GET IT ON

**Google Play** 

- Download<sup>2</sup> the Premier Bank Mobile Banking app<sup>1</sup> or sign in if you're an existing user.
  - Download on the App Store
- 2. Select More (...) > Services > Settings.
- 3. Click on **Contact.**
- 4. Click on Mobile.
- 5. Enter your **Mobile Phone Number.** Click **Save Phone.** 
  - Please Note: You have the option to checkmark and Set As Preferred Contact Phone.
- 6. Choose how you would like to receive a one-time code to verify your identity and mobile phone number:
  - Email or Call, then click Send Code.
- 7. Enter the code and click Verify.
- 8. A code will be text to your phone. Enter the **SMS Confirmation Code** and click **Confirm Code**.
- 9. Your mobile phone number is added and confirmed. Click **OK**.
- 10. Now that your mobile phone number is added, it's easy to enable SMS text messages. Toggle the Switch next to Enable SMS text messages. Click Save Phone.
- 11. You'll go through one more verifcation to confirm activating SMS text messages. Choose how you would like to receive the verification code:
  - Text, Email or Call, then click Send Code. You'll notice the text option is now available, since you added and confirmed your mobile phone number.
- 12. Enter the code and click Verify.
- 13. You'll receive confirmation that *Your Phone Number has been successfully updated.* An **SMS Tile** will appear next to your mobile phone number.

*Please Remember:* Premier Bank will never contact you to ask you for any verification codes. Please do not share these codes with anyone.



Download<sup>2</sup> our Mobile

Account Alerts Customer Guide

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#### Mobile Banking<sup>1</sup> Continued...

#### Set Up Account Alerts:

- 1. Sign into the Premier Bank Mobile Banking app.<sup>1</sup>
- 2. Click on More (...) > Services > Alerts.
- 3. Click on Accounts.
- 4. Choose the Account you would like to set up alerts for from the drop down.
- 5. Toggle the Switch(es) for the type of alert you want to set.
- 6. Enter your **Dollar Amount**, if applicable, and how you would prefer to be alerted.
  - Please Note: In order to receive alerts via SMS Text, you will first need to add and confirm your mobile phone number. Please <u>click here</u> or visit page 6 to view the Add a Mobile Phone Number & Enable SMS Text Messages section for detailed instructions on adding your mobile phone number.
- 7. Click Save.



- 1: Your use of Premier Bank Mobile Banking services is governed by the *Terms and Conditions* document given during enrollment. Standard data rates from your wireless provider may still apply.
- 2: Message, data and/or internet service provider rates may apply, as applicable.



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#### Client Solution Center Questions? We're here to help!

- Send us a secure message through your Online or Mobile Banking<sup>1</sup> account.
- 1-877-367-8178
- yourpremierbank.com

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