

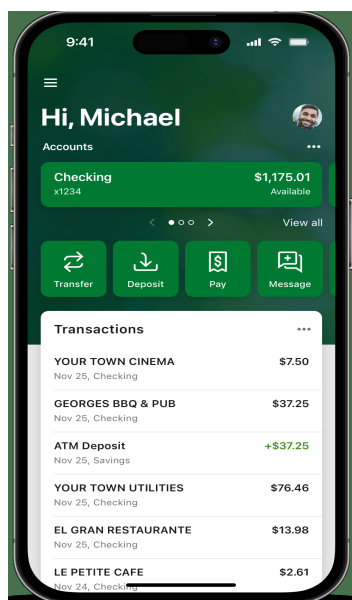
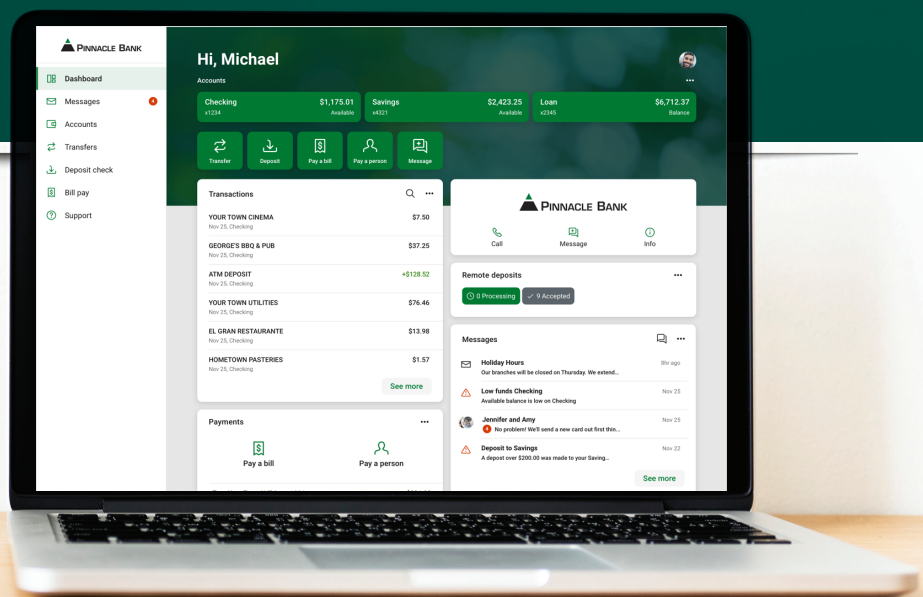
INTRODUCING A New Digital Banking Experience



MEMBER FDIC
EQUAL OPPORTUNITY
LENDER

On September 26, 2023,

*we're upgrading to
a cleaner, simpler,
more secure platform.*



So, what's coming?

- A modern, **consistent look and feel across all your devices**, simplifying how you manage your accounts and move money.
- A **new mobile app** with Touch or Face ID for enabled devices.
- A **more personalized experience** - arrange your Dashboard in a way that makes the most sense to you.

ENHANCED SECURITY

- **Transaction alerts**; transaction alerts delivered to your mobile device.
- **Touch and Face ID** for enabled devices.
- **Two-Factor Authentication** – A code will be delivered to you outside of the system to verify your identity. Check out the Quick Start Guide below for more information.
- **Enhanced card controls**: misplaced your debit card? You will now be able to **temporarily disable your card** while you look, and turn it back on once you find it. You can also report the card lost or stolen.



Save this Quick Start Guide for September 26th!

1. **Visit the homepage** of our website to sign in from a computer, or visit the App Store or Google Play and download our new Pinnacle Bank AL app.
2. **Enter the Username** that you established for your Internet Banking account in our previous system in the Username field.
3. **In the Password field**, enter the password that you established for your Internet Banking account in our previous system.
4. **An Email Verification Code** will be sent and must be entered into your internet banking account either through the app or desktop computer. This must be done before you can continue with two factor authentication.

5. Establish Two Factor Authentication: A code will be delivered by text or call to a phone number you provide. Ensure that you have access to this phone while you are completing this process. You may also use the Authy app on a PC. This code may not be delivered to an email address.

6. Remember Your Browser by selecting the check box next to "Don't ask for codes again while using this browser." *Enabling this option will bypass two factor authentication with this saved browser.*

You'll also be able to:

- ✓ **View check images**, eStatements and add transfers all from your mobile device.
- ✓ **Add a payee to your Bill Pay account** from your mobile device.
- ✓ **Add multiple profiles** - access multiple online banking profiles from any device.
- ✓ **Add notes**, tags or images such as receipts to your transactions.



Important information to enhance your Digital Banking Experience

ALERTS: Any consumer alerts established in the previous system will not transfer to the new system. You may reestablish balance and transaction alerts in the new system beginning on September 26th. When using our mobile app, you'll need to enable notifications in order to receive alerts.

MOBILE CHECK DEPOSIT: In the new online banking platform, accounts for mobile check deposit will need to be approved, and will not be available for immediate use.

TRANSACTIONS: On the home screen, the transaction list includes transactions from all of your accounts. You may view transactions from specific accounts by clicking on the account name.

SUPPRESSED ACCOUNTS: You may have accounts connected to your profile that were suppressed from your view in the previous system. These accounts will be viewable at the time of the upgrade.

To suppress any of your accounts, click on the account you wish to suppress, select Settings, and turn off the button next to "Display in online & mobile banking."



Important dates

- | | |
|---------|--|
| Sept 25 | The current online banking platform will sunset at 4p.m. Online banking will be unavailable for the remainder of the day. |
| Sept 26 | The new online banking platform will be live on September 26th at 9a.m. On this date, you will be able to download the new app and log in to the new system by following the instructions in the attached Quick Start guide. |

