

Cinfed Online Banking Alerts

Cinfed online email and text alerts can offer members peace of mind knowing that they will be notified when a particular transaction posts to their account. Members have the ability to change and update alerts to better suit their needs.

Types of Alerts:

- Maturing CD
- Balance Above/ Below
- Expired Transfers
- Debit Card/ATM Transaction Posted
- Mailing Address Change
- Insufficient Funds
- Debit Amount Posted
- Loan Payment Due
- Invalid Login
- Expiring Transfer
- Password Change
- Failed Transfer
- ID Change
- Incoming ACH Debit
- Personal Alert Reminder

How To Set Up Online Banking Alerts:

- 1) Click on the Options tab
- 2) Click on Alerts
- 3) Verify Email and/or Phone # (select *edit* if not on file)

The screenshot shows the Cinfed Online Banking interface. At the top, the 'Options' tab is selected, and the 'Alerts' sub-tab is active. Below this, the 'Current Alert Settings' section is visible, showing contact information for the user. A green callout box with the number '3' points to the 'Edit' link next to the email address. Other sections include 'Events', 'Balance', 'Transaction', 'Security', and 'Personal', each with an 'Add' or 'Edit' link. A green callout box with the number '4' points to the 'Add Balance Alerts' link.

Add/update alerts two different ways

4 Example: Select the account to be alerted, to be notified when the balance is above/below a specific amount & how the alert is sent (Login, Email, Text)

Account: 0000 SAVINGS

Above/Below: Balance Above

Amount: 500 . 00

Alert me: Login Email Text

5 Verify the Email Address and/or Phone number is correct, then click Submit

You have elected to get alerts via email. You can edit your email address. However, alerts referencing these email addresses could be impacted. To add a new email address or delete an existing one, you need to click on the Alert Setting menu tab.

Email Address: joemember@gmail.com

6 Notification that the alert was saved successfully will appear at the top of the alerts page

Information Message: Alerts saved successfully

How to Set Up Debit/ATM Card Alerts

This is a great tool for members to monitor what their Cinfed debit card is being used for. Debit/ATM card alerts are updated every hour. Once the transaction posts to the account you will receive an alert within the next hour. The alert will be added for any Debit/ATM card under the main online banking account.

- Under *Alerts*, select Transaction
- In the drop down box select *Debit Card/ATM Transaction Above*
- Enter a specific amount you wish to be notified of when posted to your account
- Select how you want to be alerted (Login, Email, Text)
- Select Continue



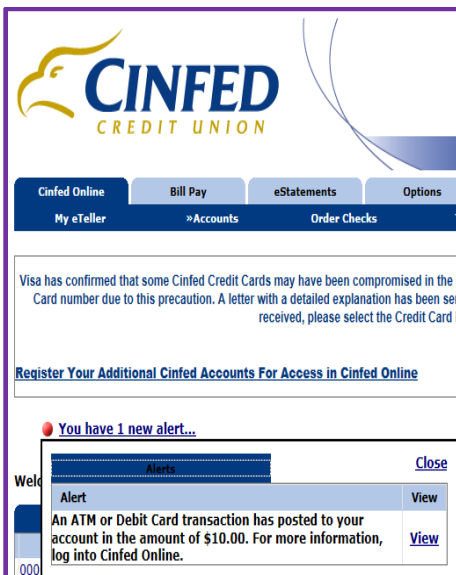
The screenshot shows a web form titled "Transaction" for setting up alerts. It includes a dropdown menu for "When a debit transaction in:" set to "Debit Card/ATM Transaction Above", a field for "Is posted for an amount over:" with a decimal separator, and radio buttons for "Alert me:" with options for Login, Email, and Text. "Continue" and "Cancel" buttons are at the bottom.

**** Alerts will only be sent once the funds are withdrawn from the account.**

- Verify that the Email and/or Phone number is correct
- Click Submit
- You will be notified that the alert was successfully saved. The message will appear at the top of your alerts page.

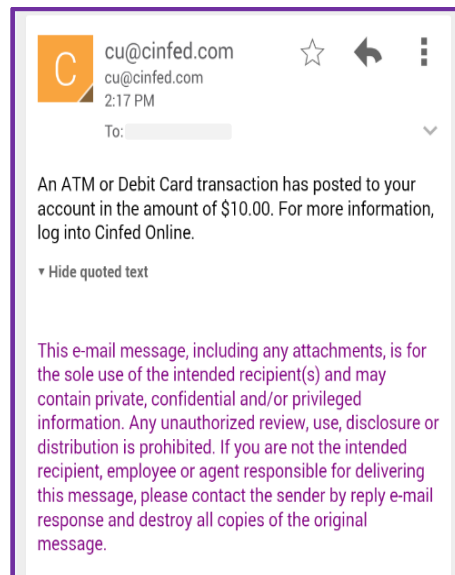
Alert Examples:

Login Alert



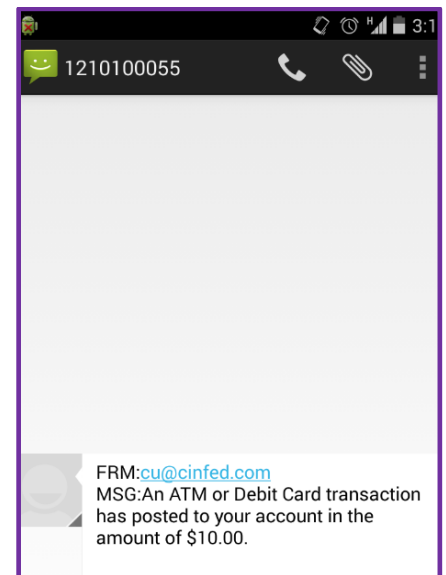
The screenshot shows the Cinfed online banking interface. At the top, there are navigation tabs for "Cinfed Online", "Bill Pay", "eStatements", and "Options". Below these, there are links for "My eTeller", "Accounts", and "Order Checks". A notification banner at the bottom states "You have 1 new alert...". An alert box is open, displaying the message: "Alert: An ATM or Debit Card transaction has posted to your account in the amount of \$10.00. For more information, log into Cinfed Online." with a "View" link.

Email Alert



The screenshot shows an email alert from "cu@cinfed.com". The subject line is "An ATM or Debit Card transaction has posted to your account in the amount of \$10.00. For more information, log into Cinfed Online." The email body contains a "Hide quoted text" link and a disclaimer: "This e-mail message, including any attachments, is for the sole use of the intended recipient(s) and may contain private, confidential and/or privileged information. Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, employee or agent responsible for delivering this message, please contact the sender by reply e-mail response and destroy all copies of the original message."

Text Alert



The screenshot shows a text alert on a mobile phone. The sender is "1210100055". The message content is: "FRM:cu@cinfed.com MSG:An ATM or Debit Card transaction has posted to your account in the amount of \$10.00."