

# How to Enroll in Services

## 1. Statements

Type in the code from the pop-up window and click verify.

If you have not selected to Opt-In for e-statements, click View Statement Preferences.

PDF Verification

The E-Sign Act requires us to verify that you are able to view PDFs. Please help us by following these two steps:

- 1 Press "Get Code"—you will see a PDF with a code for you to copy and paste.
- 2 Paste the code exactly as it appears into this field and click Verify. ( Can't see a PDF? )

Get Code Verify

2 Paste the code exactly as it appears into this field and click Verify. ( Can't see a PDF? )

LMGZ Verify

Account Opt-In Required

Statement Opt In is required to view a statement image for this account.

Close View Statement Preferences

Select the account to receive e-statements and click Edit.  
Select the e-statement option and accept the terms and conditions.

Delivery Preferences

Account  
NO SERVICE CHARGE CHECKING-PERSONAL XXXXXX2316

Delivery Type

Paper Statement  
E-Statement

Save

E-Statement Delivery Agreement

This statement requests your consent to permit the Financial Institution (FI) to provide communications and information to you in secure electronic form rather than in paper form for your selected accounts. Before you decide whether or not you wish to give your consent to receiving electronic notices and records, you should read and consider the following information: Then, if you decide to consent, you can click the "I Agree" button at the bottom of this statement. All that you need is access to a computer with internet access, access to your online banking account, a valid email address, and a printer. If you wish to print out your statements, you will require Adobe Acrobat Reader 5.0 or above (which is available to download free of charge if you do not already have it on your computer).

Upon receipt of your consent, we will notify you at your registered e-mail address each time we prepare a statement for an account that you have selected. We will send you an email letting you know that the eStatement is available online. You will be required to enter your User ID and password to view the electronic statement. You agree it is your sole responsibility to protect your password from unauthorized persons. You agree that it is your responsibility to ensure that the electronic statements cannot be intercepted.

I decline. I choose to receive paper statements.  I accept.

Delivery Preferences

Account  
NO SERVICE CHARGE CHECKING-PERSONAL XXXXXX2316

Delivery Type  
E-Statement

Email Address  
cara.copado@anb.com

Alternate Email Address (Optional)

Save

Go back to the statement tab and select the account you have chosen to receive e-statements. Select the date range. You are able to receive statements up to two years back.

## 2. Text Enrollment

Click the off button to enable and enter your cell phone number below. Read the summary of terms and click save.

**Lubbock National Bank** Welcome back, Cara Copado

Off

\*Enable and authorize text banking on the mobile device below.

SMS Text Number \*

\* - Indicates required field  **Agree To Terms**

**Msg & Data rates may apply.** Text **HELP** to 226563 for help. Text **STOP** to 226563 to cancel. Receive 1 message per query.  
[Privacy policy](#)

**SUMMARY OF TERMS:**

By entering your phone number you acknowledge that you agree to the terms of service and are subscribed until you send **STOP** to our Text Banking. Our Text Banking works with: Alltel, AT&T, Boost Mobile, Cincinnati Bell, MetroPCS, Sprint PCS, T-Mobile, U.S. Cellular, Virgin Mobile USA, and Verizon Wireless but is not compatible with all handsets. Receive account alerts. Receive a minimum of 1 message per query. **Message and data rates may apply.** Carriers are not liable for delayed or undelivered messages. I confirm that I hold the account corresponding to the mobile phone number I have entered, or that I have the account holder's permission to use this service. For help, send **HELP** to 226563. To cancel, text **STOP** to 226563 at any time.

**ENABLING ACCOUNTS FOR TEXT BANKING:**  
You will need to both enable and provide nicknames for your accounts to use Text Banking. These changes can be made on the 'Account Preferences' page.

**TEXT BANKING PHONE NUMBER:**  
Send any of the commands below to **226563**. For easier access and added security, please add this code to your contacts.

**TEXT BANKING COMMANDS:**

**BAL** - provides balances for all accounts that are enabled for Text Banking  
**BAL account nickname** - provides the balance for the specified account. Example: BAL acct1  
**HIST account nickname** - provides account history for the specified account. Example: HIST acct1  
**XFER account nickname1 account nickname2 amount** - transfer the specified amount from account 1 to account 2. Example: XFER acct1 acct2 100.00  
**LIST** - sends a list of text banking commands  
**HELP** - sends a list of contact points for the credit union  
**STOP** - stops all further text message communications

**COST:**  
There are no premium charges for using Text Banking, however message and data rates may apply.

**HOW TO OPT-OUT:**  
To opt-out of Text Banking, text STOP to 226563. An unsubscribe message will be sent to your number confirming the cancellation, but no more messages will be sent after that.

**SUPPORTED CARRIERS:**  
Alltel, Appalachian Wireless, AT&T, Bluegrass Cellular, Boost Mobile, Cellcom, Cellular South, Centennial Wireless, Cincinnati Bell, GCI, Immix Wireless, Inland Cellular, IV Cellular, MetroPCS, Nex-Tech Wireless, Nextel Communications, nTelos, Revol Wireless, Sprint PCS, T-Mobile, U.S. Cellular, United Wireless, Verizon Wireless, Virgin Mobile, and West Central Wireless.  
For support, please contact us.

Save

## 3. Change Address

Select the accounts for which you wish to change your address.

**Lubbock National Bank** Welcome back, QTTest Retail

Home Messages Transfers & Payments Pay Bills Services Statements Text Enrollment **Change Address** Stop Payment Reorder Checks Alerts Business Billpay Settings Branches Help Reports Log Off

### Address Change

Complete and submit this form to change your address information for one or more of your accounts.

Select one or more accounts to change address. Please select at least one account.

Select All Clear All

- 365 DAY UNDER 100M - XXXXXX1024
- PERSONAL SAVINGS - XXXXXX4548
- NO SERVICE CHARGE CHECKING-PERSONAL - XXXXXX3436
- COMMERCIAL - 05 - XXXXXX6439
- HELOC 1ST LEIN - 64 - XXXXXX6440
- INSTALLMENT - 63 - XXXXXX6119
- MORTGAGE - 30 - XXXXXX6437

\* - Indicates required field

**Address 1 \***  
PO Box 1

**Address 2**  
Address 2

**City \***  
Amarillo

**State \***  
Texas

**ZIP \***  
79105

**Phone Country**  
United States

**Home Phone \***  
8067871717

**Work Phone \***  
8063788000

**Cell Phone \***  
Cell Phone

**Email Address \***  
Test@anb.com

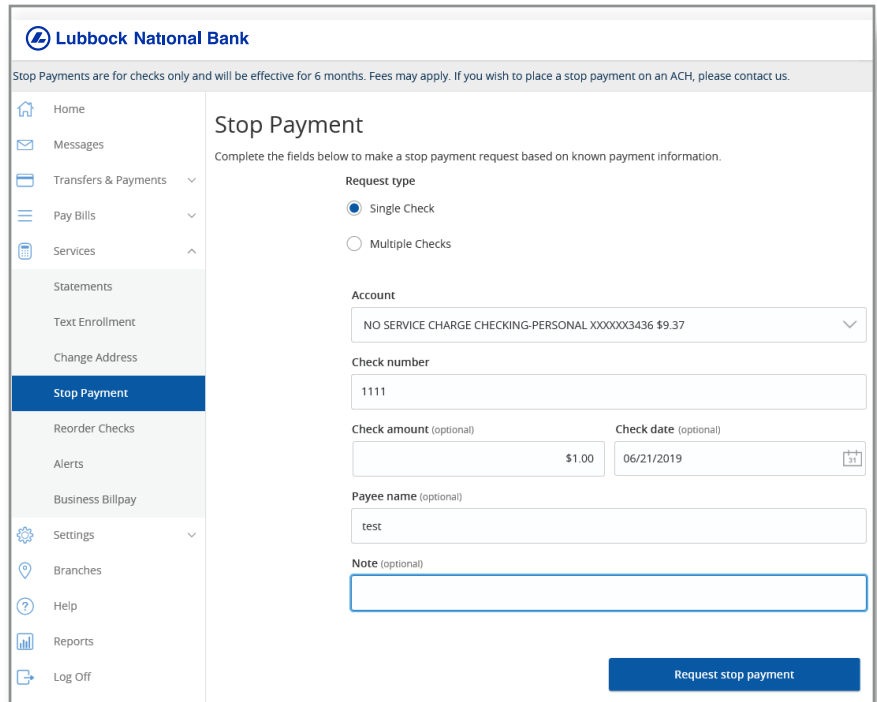
Submit

## 4. Stop Payment

You are able to request a Stop Payment for checks only.

A \$19 Stop Payment fee will be applied to your account.

If you wish to place a stop payment on an ACH, please contact us.



**Lubbock National Bank**

Stop Payments are for checks only and will be effective for 6 months. Fees may apply. If you wish to place a stop payment on an ACH, please contact us.

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**Stop Payment**  
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### Stop Payment

Complete the fields below to make a stop payment request based on known payment information.

**Request type**

Single Check  
 Multiple Checks

**Account**  
NO SERVICE CHARGE CHECKING-PERSONAL XXXXX03436 \$9.37

**Check number**  
1111

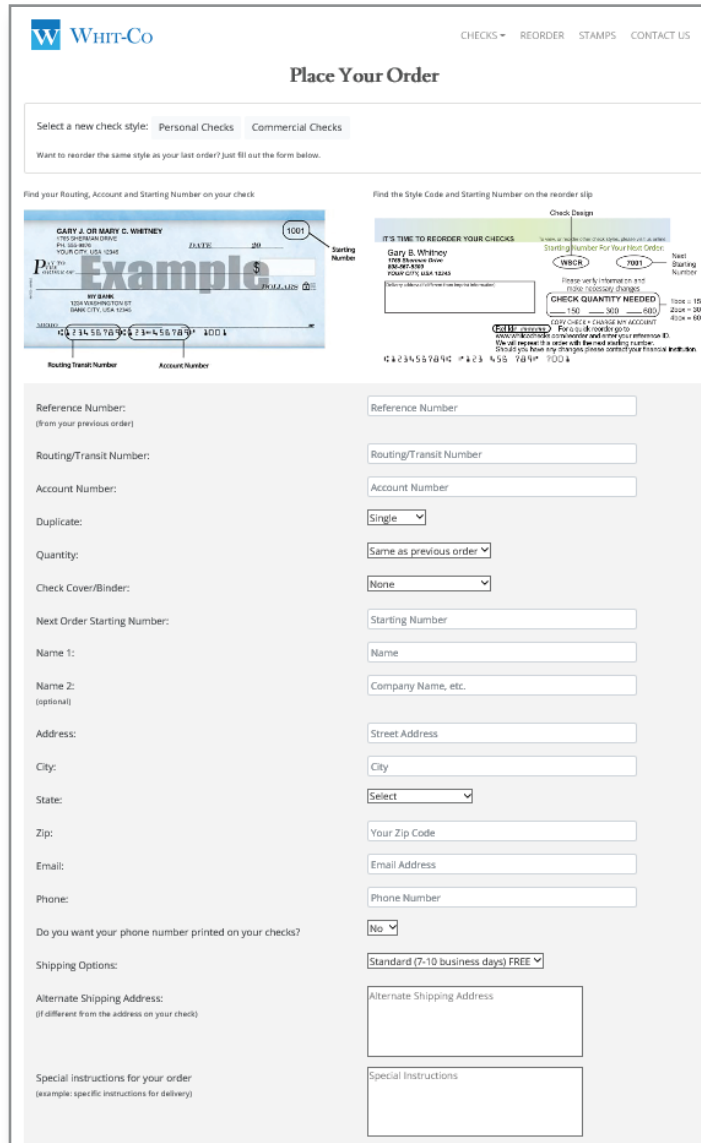
**Check amount (optional)** \$1.00 **Check date (optional)** 06/21/2019

**Payee name (optional)**  
test

**Note (optional)**

**Request stop payment**

## 5. Reorder Checks



**WHIT-Co** CHECKS REORDER STAMPS CONTACT US

### Place Your Order

Select a new check style: **Personal Checks** Commercial Checks

Want to reorder the same style as your last order? Just fill out the form below.

Find your Routing, Account and Starting Number on your check

Find the Style Code and Starting Number on the reorder slip

**Example**

**Check Design**

**IT'S TIME TO REORDER YOUR CHECKS**

Routing/Transit Number: 4234567890 Account Number: 12345678901011

Reference Number: (from your previous order)

Routing/Transit Number:

Account Number:

Duplicate:

Quantity:

Check Cover/Binder:

Next Order Starting Number:

Name 1:

Name 2: (optional)

Address:

City:

State:

Zip:

Email:

Phone:

Do you want your phone number printed on your checks?

Shipping Options:

Alternate Shipping Address: (if different from the address on your check)

Special Instructions for your order (example: specific instructions for delivery)

## 6. Alerts

**Lubbock National Bank** Welcome back, QZTest Retail

Create and manage alerts for your accounts. Enable/disable security alerts for account activity and edit delivery preferences for receiving alerts. Alerts are not in real time, there may be a delay between when transactions occur and when you receive an alert.

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- Change Address
- Stop Payment
- Reorder Checks
- Alerts**
- Business Billpay
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### Alerts

#### SECURITY ALERTS (18)

[Edit Delivery Preferences](#)

- Alert me when an external transfer is authorized.
- Alert me when a computer/browser is successfully registered.
- Alert me when my password is changed.
- Alert me when secure access code contact information is changed.
- Alert me when my login ID is changed.
- Alert me when the process to add an external account is started.
- Alert me when forgot password is attempted for my login ID.
- Alert me when an invalid password for my login ID is submitted.
- Alert me when the forgot password process is attempted unsuccessfully.
- Alert me when an invalid secure access code is submitted.
- Alert me when my login ID is disabled.
- Alert me when my login ID is locked out.
- Alert me when a new user is created.
- Alert me when my security alert preferences are changed.
- Alert me when my user profile is updated.
- Alert me when a valid password for my login ID is submitted.
- Alert me when the forgot password process is successfully completed.
- Alert me when a valid secure access code is submitted.

