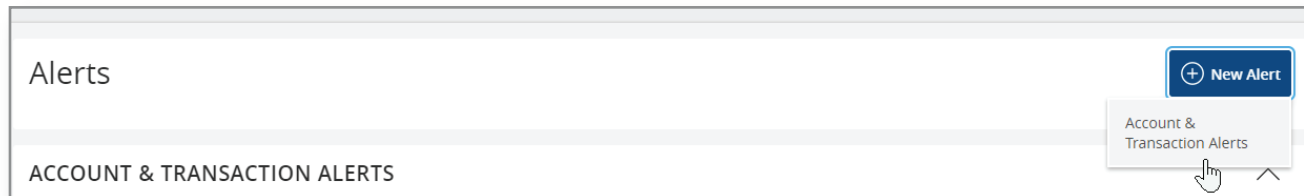


Account Alerts

1. Go to the menu and click on Alerts



At the top click New Alert and then Account & Transaction Alerts. Please note: these are different from the Security Alerts, which are available by scrolling down to the bottom of the Alerts page.

2. You will then be directed to a new page and will need to confirm your information is correct. If so, click Next.

A form titled 'Welcome to Notifications!' with a progress indicator at the top showing three steps, with the first step being active. The text below the title says 'To get started, make sure your contact info is correct.' There are three input fields: a name field with 'JANE' and 'DOE', an email field with 'JANE.DOE@EMAIL.COM', and a 'Next' button at the bottom right.

3. Enter the activation code and click Activate.

A form titled 'Enter activation code' with a progress indicator at the top showing three steps, with the second step being active. The text below the title says 'Check each contact method and enter the activation code sent.' There is a message 'Activation code(s) sent.' and an email address 'JANE.DOE@EMAIL.COM'. Below this is an input field for the activation code with the value '2236244' and an 'Activate' button at the bottom right.

4. Then click Next again

A form titled 'Enter activation code' with a progress indicator at the top showing three steps, with the third step being active. The text below the title says 'Check each contact method and enter the activation code sent.' There is a message 'Activated' and an email address 'JANE.DOE@EMAIL.COM'. Below this is an input field for the activation code and a 'Next' button at the bottom right.

5. The customer can then click Close.

A form titled 'Ready to go!' with a progress indicator at the top showing three steps, with the third step being active. The text below the title says 'Click "Close" to start personalizing now.' There is a 'Close' button at the bottom right.

These are the alerts you can turn on or off and customize:

Notifications

(806) 378-8000

JANE.DOE@EMAIL.COM

Notifications Settings

Notifications History

Search

Account Alerts

Advanced Alerts

☐

Interest was paid to an account

Essential Alerts

☐

Account balance below threshold

☐

Card Pre-Authorization Activity

☐

Credit transaction was posted

☐

Debit transaction was posted

☒

Transaction over threshold amount

Profile Alerts

Other

(Get alerts when something unexpected happens.)

☐

Broadcast alerts

Scheduled Alerts

Essential Alerts

☒

Current balance

For each alert type you will see the screens below. You can toggle to enable your chosen alert for each of your accounts, then click the checkbox to determine where the alerts will be sent.

****Note**** You can only enable one account at a time. Toggle and check your contact method, then click “Add” before moving on to the next account.

You will see a green “Subscription Added Message” to show it was successful.

Subscription added successfully.

Alert Definitions and Sign Ups

Interest was paid to an account

This will alert the customer anytime interest is paid on one of their enrolled accounts.

← Interest was paid to an account

<input type="checkbox"/>	<div><div>Our Money</div><div>*2549</div></div>	<div><div><input checked="" type="checkbox"/> (806) 378-8000</div><div><input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM</div></div>	<div>Add</div>
<input type="checkbox"/>	<div><div>Our Savings</div><div>*6575</div></div>	<div><div><input checked="" type="checkbox"/> (806) 378-8000</div><div><input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM</div></div>	<div>Add</div>
<input checked="" type="checkbox"/>	<div><div>My Savings</div><div>*7278</div></div>	<div><div><input checked="" type="checkbox"/> (806) 378-8000</div><div><input type="checkbox"/> JANE.DOE@EMAIL.COM</div></div>	<div>Add</div>
<input type="checkbox"/>	<div><div>House Savings</div><div>*0316</div></div>	<div><div><input checked="" type="checkbox"/> (806) 378-8000</div><div><input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM</div></div>	<div>Add</div>

Account balance below threshold

This will alert the customer if their balance falls below a set amount.

- For example: If the threshold is set at \$500, the customer will get an alert as soon as a transaction causes their balance to drop below that amount.

← Account balance below threshold

<input checked="" type="checkbox"/>	<div><div>Our Money</div><div>*2549</div></div>	<div>\$100.00</div>	<div><div><input checked="" type="checkbox"/> (806) 378-8000</div><div><input type="checkbox"/> JANE.DOE@EMAIL.COM</div></div>	<div>Update</div>
<input type="checkbox"/>	<div><div>Our Savings</div><div>*6575</div></div>	<div>\$1000.00</div>	<div><div><input checked="" type="checkbox"/> (806) 378-8000</div><div><input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM</div></div>	<div>Add</div>
<input type="checkbox"/>	<div><div>My Savings</div><div>*7278</div></div>	<div>\$500.00</div>	<div><div><input checked="" type="checkbox"/> (806) 378-8000</div><div><input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM</div></div>	<div>Add</div>
<input type="checkbox"/>	<div><div>House Savings</div><div>*0316</div></div>	<div>\$750.00</div>	<div><div><input checked="" type="checkbox"/> (806) 378-8000</div><div><input checked="" type="checkbox"/> JANE.DOE@EMAIL.COM</div></div>	<div>Add</div>

Card Pre-Authorization Activity

This will alert the customer anytime a “pre-authorization” has been added to their debit card. *Note* - This will alert customers for pre-authorizations placed at gas pumps, even though they are immediately dropped.

← Card Pre-Authorization Activity				
<input checked="" type="checkbox"/>	<div>Our Money</div> <div>*2549</div>	\$	15.00	<div> <div></div> <div>✓ (806) 378-8000</div> </div> <div> <div></div> <div>✓ JANE.DOE@EMAIL.COM</div> </div> <div>Add</div>
<input type="checkbox"/>	<div>Our Savings</div> <div>*6575</div>	\$	0	<div> <div></div> <div>✓ (806) 378-8000</div> </div> <div> <div></div> <div>✓ JANE.DOE@EMAIL.COM</div> </div> <div>Add</div>
<input type="checkbox"/>	<div>My Savings</div> <div>*7278</div>	\$	0	<div> <div></div> <div>✓ (806) 378-8000</div> </div> <div> <div></div> <div>✓ JANE.DOE@EMAIL.COM</div> </div> <div>Add</div>
<input type="checkbox"/>	<div>House Savings</div> <div>*0316</div>	\$	0	<div> <div></div> <div>✓ (806) 378-8000</div> </div> <div> <div></div> <div>✓ JANE.DOE@EMAIL.COM</div> </div> <div>Add</div>

Credit transaction was posted

The customer will be alerted anytime a credit transaction is posted to their account.

← Credit transaction was posted

<div><div><div></div></div><div><div>Our Money</div><div>*2549</div></div></div>	<div><div><div></div></div><div><div>(806) 378-8000</div></div></div> <div><div><div></div></div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>
<div><div><div></div></div><div><div>Our Savings</div><div>*6575</div></div></div>	<div><div><div></div></div><div><div>(806) 378-8000</div></div></div> <div><div><div></div></div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>
<div><div><div></div></div><div><div>My Savings</div><div>*7278</div></div></div>	<div><div><div></div></div><div><div>(806) 378-8000</div></div></div> <div><div><div></div></div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>
<div><div><div></div></div><div><div>House Savings</div><div>*0316</div></div></div>	<div><div><div></div></div><div><div>(806) 378-8000</div></div></div> <div><div><div></div></div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>

Debit transaction was posted

The customer will be alerted anytime a credit transaction is posted to their account.

←

Debit transaction was posted

<div><div><div></div></div></div> <div><div><div>Our Money</div><div>*2549</div></div></div>	<div><div><div></div></div></div> <div><div><div>(806) 378-8000</div></div></div> <div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>
<div><div><div></div></div></div> <div><div><div>Our Savings</div><div>*6575</div></div></div>	<div><div><div></div></div></div> <div><div><div>(806) 378-8000</div></div></div> <div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>
<div><div><div></div></div></div> <div><div><div>My Savings</div><div>*7278</div></div></div>	<div><div><div></div></div></div> <div><div><div>(806) 378-8000</div></div></div> <div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>
<div><div><div></div></div></div> <div><div><div>House Savings</div><div>*0316</div></div></div>	<div><div><div></div></div></div> <div><div><div>(806) 378-8000</div></div></div> <div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>

Transaction over threshold amount

The customer will be alerted for transactions (credit and debit) that post to their account over a certain amount.

- In the example above, a text message would not be sent for a \$40 transaction, but would be sent for anything \$50.01 and above.

←

Transaction over threshold amount

<div><div><div></div></div></div> <div><div><div>Our Money</div><div>*2549</div></div></div>	<div>\$</div> <div>50.00</div>	<div><div><div></div></div></div> <div><div><div>(806) 378-8000</div></div></div> <div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Update</div>
<div><div><div></div></div></div> <div><div><div>Our Savings</div><div>*6575</div></div></div>	<div>\$</div> <div>0.00</div>	<div><div><div></div></div></div> <div><div><div>(806) 378-8000</div></div></div> <div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>
<div><div><div></div></div></div> <div><div><div>My Savings</div><div>*7278</div></div></div>	<div>\$</div> <div>0.00</div>	<div><div><div></div></div></div> <div><div><div>(806) 378-8000</div></div></div> <div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>
<div><div><div></div></div></div> <div><div><div>House Savings</div><div>*0316</div></div></div>	<div>\$</div> <div>0.00</div>	<div><div><div></div></div></div> <div><div><div>(806) 378-8000</div></div></div> <div><div><div>JANE.DOE@EMAIL.COM</div></div></div>	<div>Add</div>

Broadcast alerts

This alert will be enrolled for all customer by default and will be used to send out mass messages, warnings, etc. such as a branch closed due to flooding. Once we go live, customers will be automatically enrolled in this feature and cannot unenroll.

← Broadcast alerts

☐ A broadcast message

☒ (806) 378-8000

☒ JANE.DOE@EMAIL.COM

Add

Current balance

Your current balance in the account(s) at the time and day of your choosing.

- In the example above, the customer would receive a text message on the Our Savings account every Monday at Friday at 4:15pm with their current balance.

← Current balance

☐

Our Money

*2549

S

M

T

W

T

F

S

HH ▾

MM ▾

AM ▾

☒ (806) 378-8000

☒ JANE.DOE@EMAIL.COM

Add

☒

Our Savings

*6575

S

M

T

W

T

F

S

04 ▾

15 ▾

PM ▾

Every Monday, Friday at 04:15 PM

☒ (806) 378-8000

☐ JANE.DOE@EMAIL.COM

Update

☐

My Savings

*7278

S

M

T

W

T

F

S

HH ▾

MM ▾

AM ▾

☒ (806) 378-8000

☒ JANE.DOE@EMAIL.COM

Add

☐

House Savings

*0316

S

M

T

W

T

F

S

HH ▾

MM ▾

AM ▾

☒ (806) 378-8000

☒ JANE.DOE@EMAIL.COM

Add

lubbocknational.com | Member FDIC | Equal Housing Lender