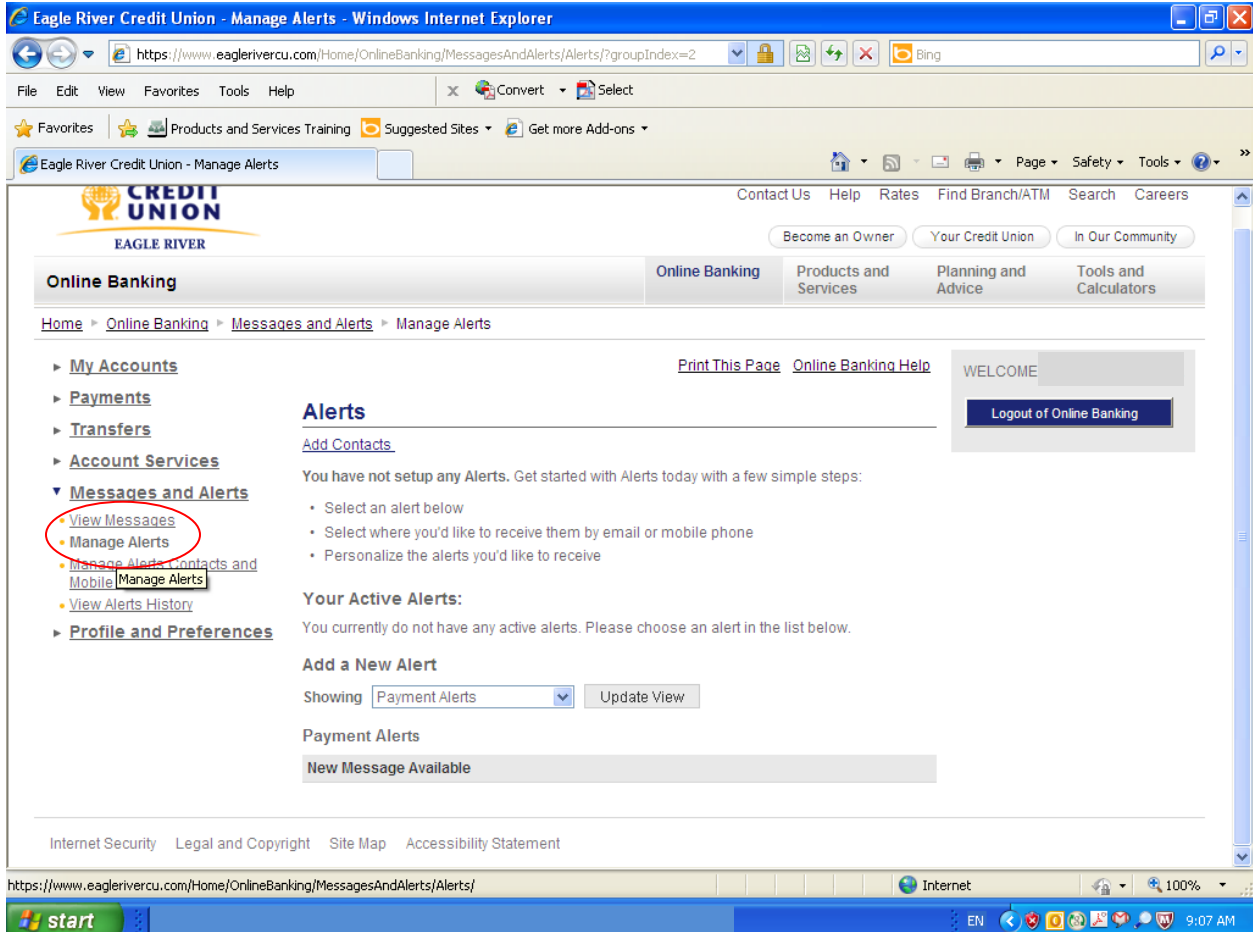


How to Set Up Direct Banking Alerts

To set up Direct Banking Alerts:

1. Login to online banking as usual
2. Click on “Messages and Alerts” on the left menu, and then “Manage Alerts”



The screenshot shows the Eagle River Credit Union online banking interface in a Windows Internet Explorer browser. The browser's address bar displays the URL: <https://www.eaglerivercu.com/Home/OnlineBanking/MessagesAndAlerts/Alerts/?groupIndex=2>. The page title is "Eagle River Credit Union - Manage Alerts".

The interface features a navigation menu on the left with the following items:

- My Accounts
- Payments
- Transfers
- Account Services
- Messages and Alerts** (expanded)
 - View Messages
 - Manage Alerts** (circled in red)
 - Manage Alerts, Contacts and Mobile
 - Manage Alerts
 - View Alerts History
- Profile and Preferences

The main content area is titled "Alerts" and includes the following sections:

- Alerts**: A section with a link to "Add Contacts". Below it, a message states: "You have not setup any Alerts. Get started with Alerts today with a few simple steps:" followed by a list of instructions:
 - Select an alert below
 - Select where you'd like to receive them by email or mobile phone
 - Personalize the alerts you'd like to receive
- Your Active Alerts:**: A section stating: "You currently do not have any active alerts. Please choose an alert in the list below."
- Add a New Alert**: A section with a "Showing" dropdown menu set to "Payment Alerts" and an "Update View" button.
- Payment Alerts**: A section with a "New Message Available" alert.

The browser's taskbar at the bottom shows the Windows Start button, the Internet Explorer icon, and the system tray with the time 9:07 AM.

3. Click on “Add Contacts”, under the header **Alerts**. This will bring you to a new screen – “Alerts Contact(s) and Mobile Nicknames”.

The screenshot shows the Eagle River Credit Union online banking interface. The main heading is "Alerts Contact(s) & Mobile Nicknames". Below this heading, there are two sections: "Alerts Contact(s)" and "Mobile Nicknames".

Alerts Contact(s): Manage your Alerts Contact(s), which can be your email or mobile phone number. You can add, delete, and even disable a contact temporarily. Note that we will only use the contacts below to send you alerts. To send an alert to the contact(s) below, please visit the Manage Alerts page and select a contact for that alert.

Mobile Nicknames: By default, your accounts are given short mobile nicknames to make it easy to identify them. Mobile account nicknames help keep your information secure by eliminating the need to display your account number(s). To change your nicknames, click the Edit Nicknames button below.

There are two links: "Add Email" (circled in red) and "Add Mobile Phone".

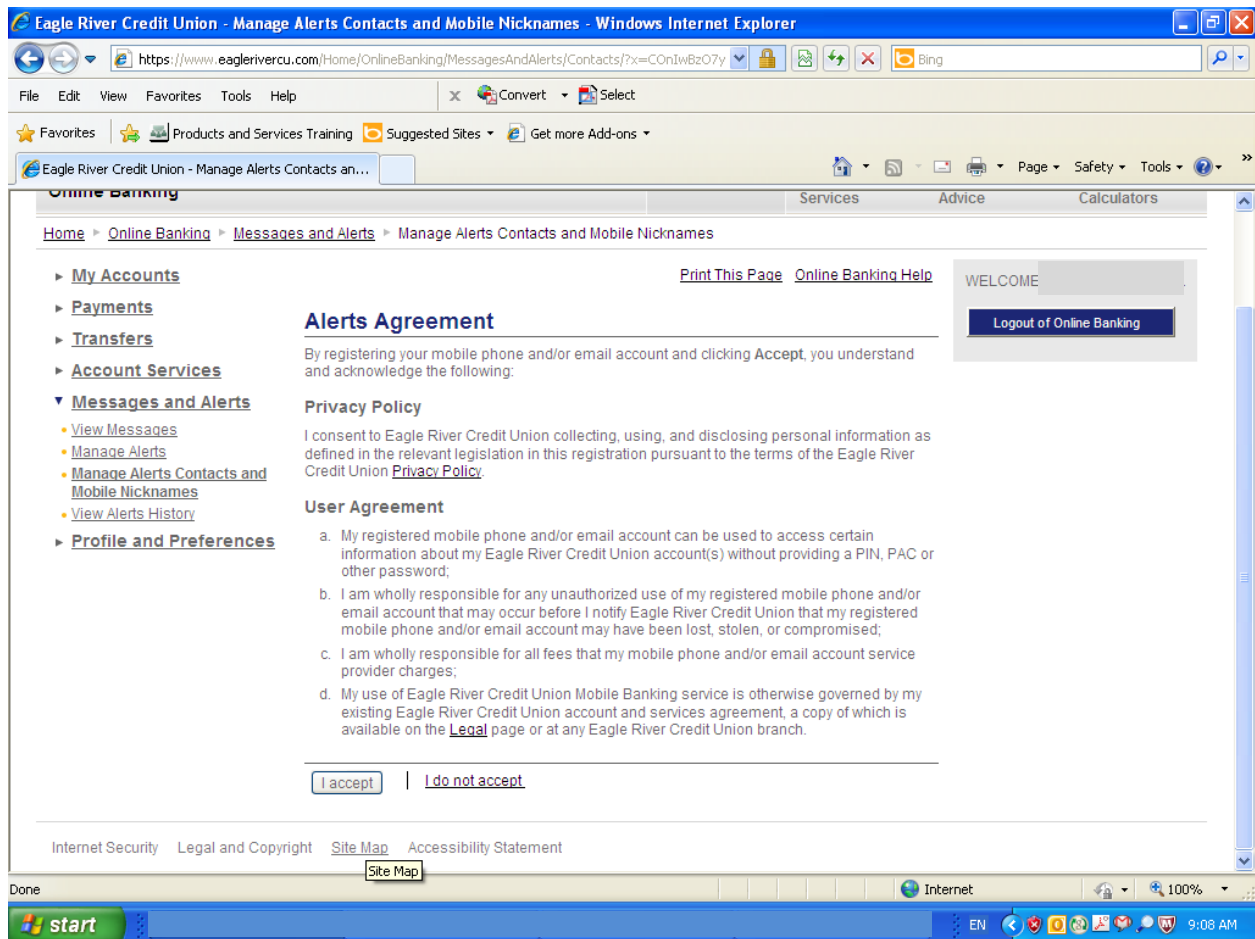
Below the links, there is a table with the following columns: Contact, Carrier, and Status. The text below the table reads: "You do not have any contacts setup."

Below the table, there is a section titled "Manage My Mobile Nicknames" with a table listing accounts and their mobile nicknames:

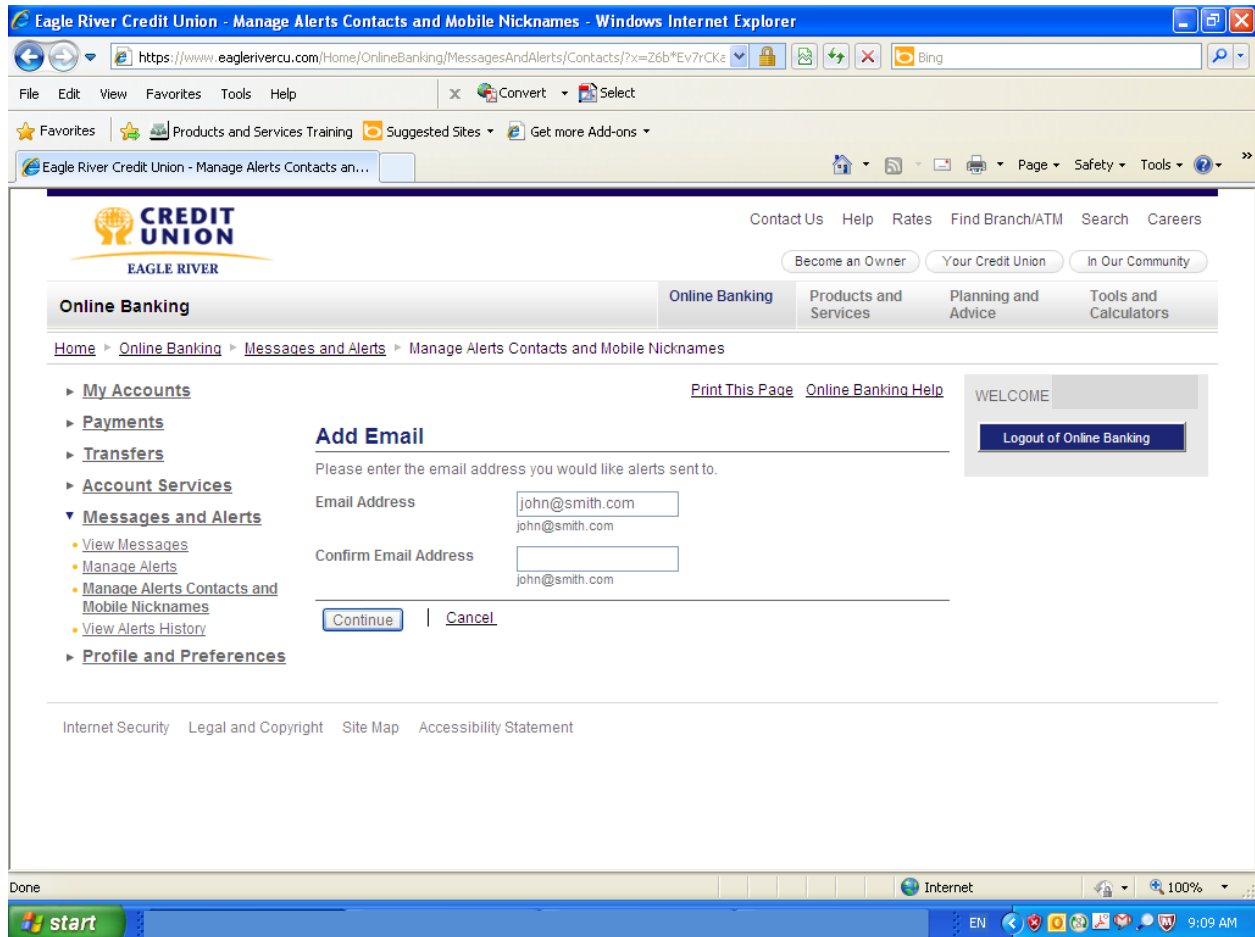
Account	Mobile Nickname
EQUITY SHARES 00007	SHR7
SPECIAL EQUITY 00008	SHR8
YOUR Staff Cking 00010	CHQ10
YOUR Savings 00020	SAV20
YOUR Savings 00021	SAV21
MONTHLY SAVINGS PLAN 00026	SAV26

- Click "Add Email" to have alerts sent to your email address. Click "Add Mobile Phone" to have a text message sent to your cellular phone. When you select the alerts you want, you will have the option to select one OR both of these communication methods.

Once you select "Add Email", you will be brought to the "Alerts Agreement" page displaying the privacy policy surrounding the use of email addresses or mobile phone numbers entered here.

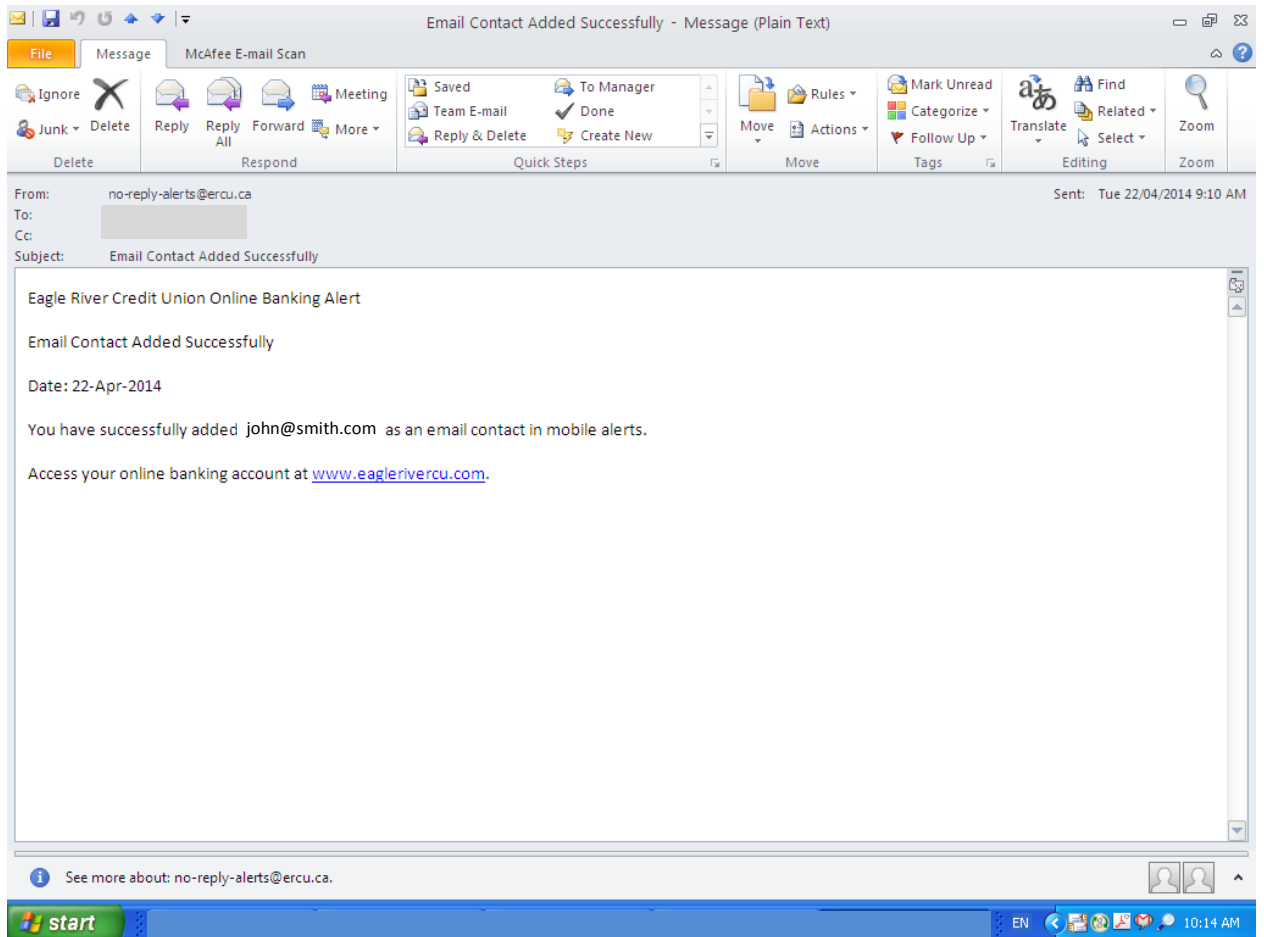


5. If you agree to the terms of the privacy policy, click “I accept” at the bottom of the page. You will then be brought to a page where you will enter your email address.

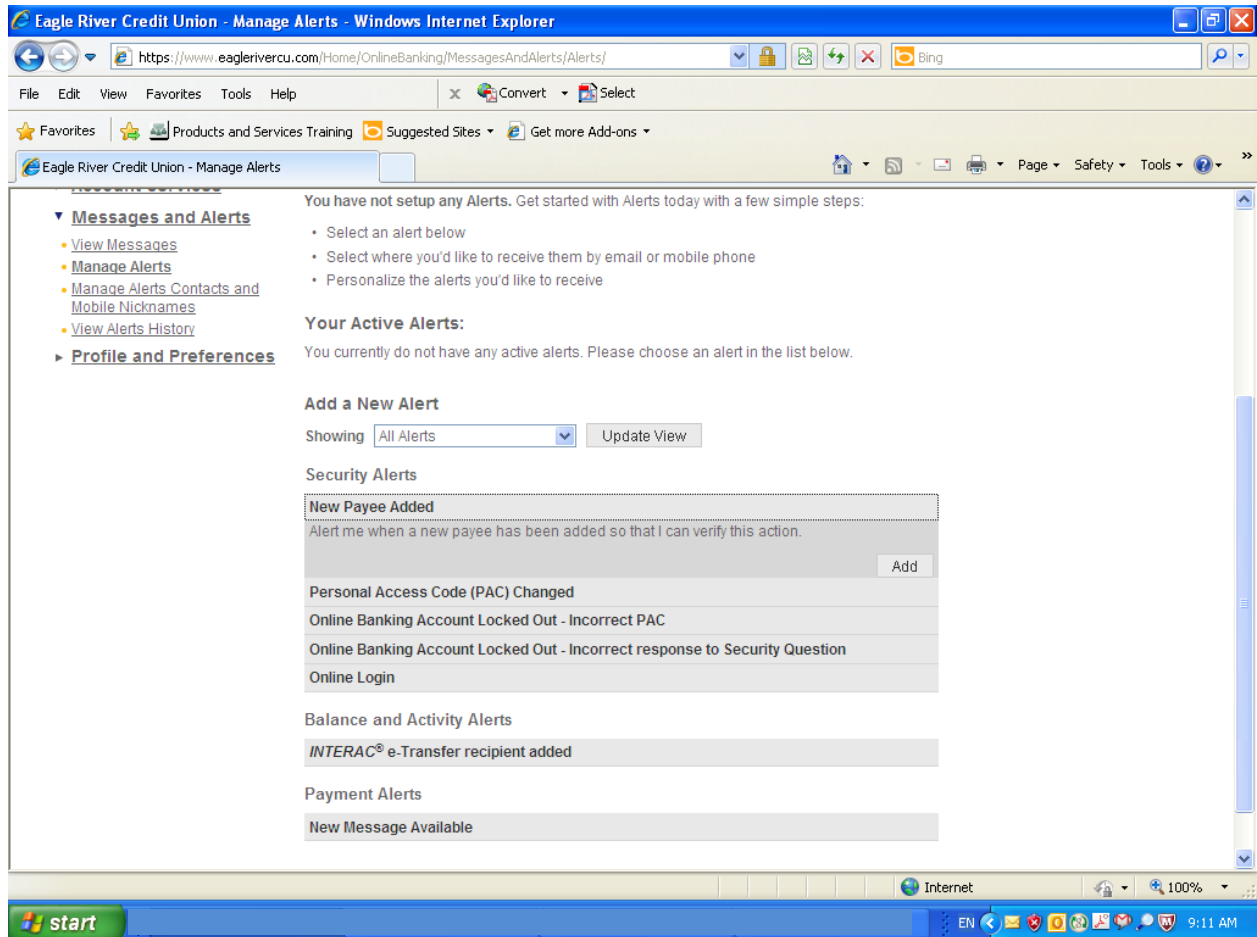


6. Enter your email address, and then again to confirm you have entered it correctly. Click "Continue".

You will receive an email at this address confirming that you are now set up to receive alerts. The email will look similar to the screen shot below.



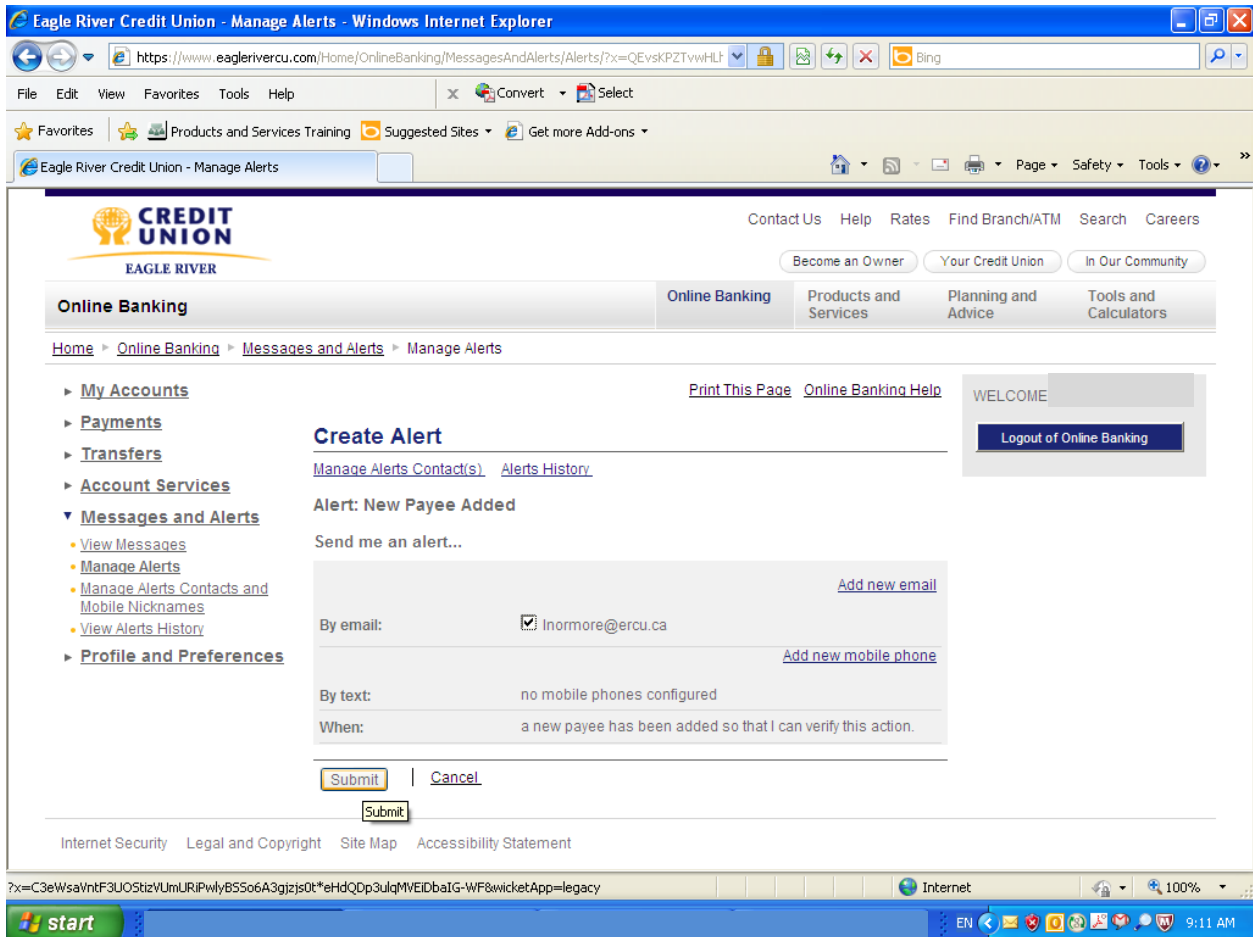
Now you will select which alerts you wish to receive.



7. Begin by selecting an alert from the grey box. When you click on it, the box will expand to provide a more detailed explanation about this alert.

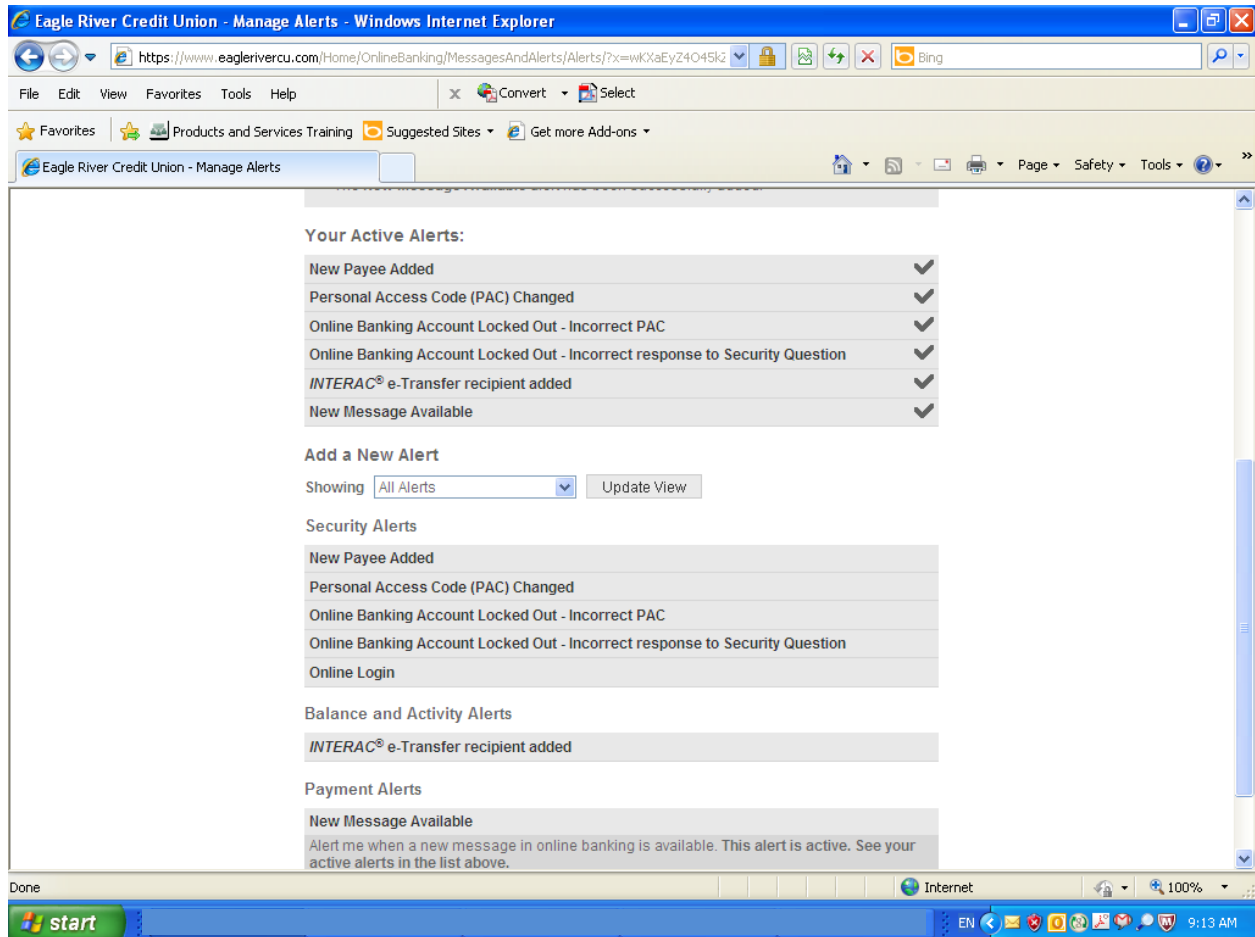
For example, when you click on “New Payee Added”, the box opens to read “Alert me when a new payee has been added so that I can verify this action.”

If this is an alert you wish to receive, click “Add” on the right. Then proceed to click on the next alert option. If you do not wish to receive this alert, you may simply skip it by clicking on the next alert option.



8. If you click to “add” this alert, you will be brought to a new screen where you can select to have the alert emailed to you or sent to you by text. Once you have selected how you wish to receive your alert, click “Submit” on the bottom of the screen.

If you wish to add an email address or mobile phone at any time, you may do so by clicking on “Add new email” or “Add new mobile phone”.



9. Once all your alerts have been set up, they will appear in a list called “Your Active Alerts”. You may discontinue these alerts at any time, by returning to this page, selecting the active alert, and deleting it.

Congratulations on setting up Online Banking Alerts! You have taken one more proactive step to protect yourself and your finances.

Should you have any questions or challenges in setting up or managing your Alerts, or should you receive an alert of suspicious nature, please contact your branch, call our toll-free number at 1-877-377-3728 or email erinfo@ercu.ca. One of our financial service representatives will gladly assist you!