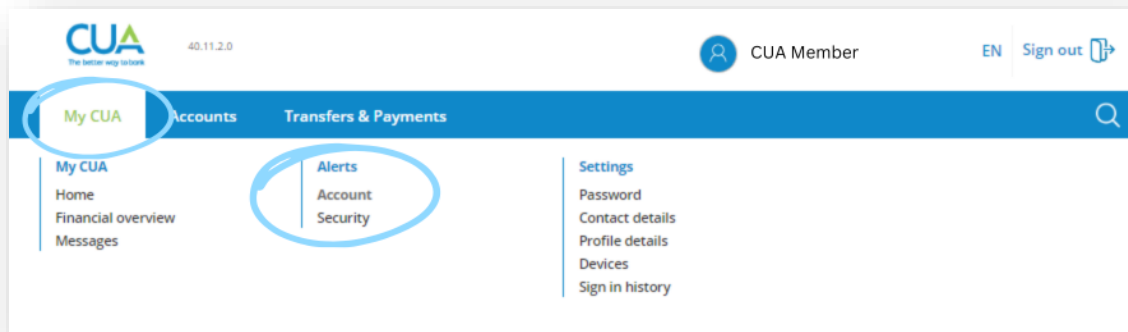


MEMBER INSTRUCTION GUIDE

GUIDE 13: HOW TO CUSTOMIZE ACCOUNT AND SECURITY ALERTS

1. Once you've set up your new online banking profile, you can begin customizing your settings. To manage your alerts, hover over the 'My CUA' tab along the main menu. Select 'Account' or 'Security' under the 'Alerts' section in the center of the drop-down menu.



2. If you selected 'Account', you will be brought to the 'Account Alerts' page. Begin by **1)** selecting the account for which you want to change the alert settings. (*For security alerts jump to step 4.*)

You can customize alerts related to transactions, account balances, insufficient funds, and failed transactions. **2)** To activate an alert, select from the switch buttons to the right of the alert type, and beneath your preferred notification method(s), which include text message, email or push notification. Once you have completed your changes **3)** select 'Save' at the bottom of the page.

Note: For the transaction and low balance alerts you will also be required to indicate a limit (over/under) and a dollar amount.

The screenshot shows the 'Account Alerts' interface. At the top, a blue bracket labeled '1)' spans across the 'Select an account' section, which contains three account cards: 'MY CHEQUING UNLIM...' with a balance of \$0.00, 'Bills Loan Mortgage' with a balance of -\$89.70, and 'MY CHEQUING' with a balance of \$13,835.27. Below this, the 'Transaction' section has a table with columns for 'Type', 'Text message', 'E-mail', 'Push notification', 'Limit', and 'Amount'. The 'Withdrawal' row has its 'Text message' toggle switch circled in blue and labeled '2)'. The 'Deposit' row also has its 'Text message' toggle switch circled in blue. Below the 'Transaction' section is the 'Balance' section with a similar table. The 'Low balance' row has its 'Limit' dropdown set to 'Under' and an 'Enter amount' field. At the bottom right, a green 'Save' button is circled in blue and labeled '3)'. The page title is 'Account Alerts' and a note states 'The subscribed alerts are valid for the selected account only.'

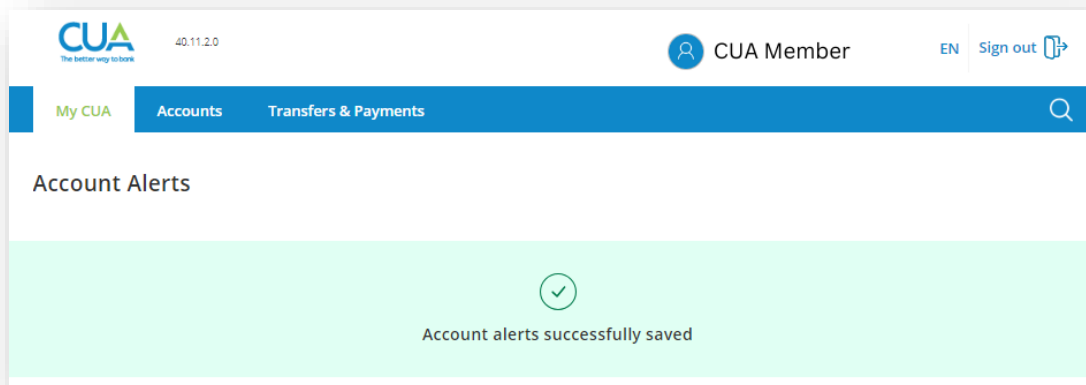
Transaction						
Type	Text message	E-mail	Push notification	Limit	Amount	
Withdrawal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Over	▼	Enter amount
Deposit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Over	▼	Enter amount

Balance						
Type	Text message	E-mail	Push notification	Limit	Amount	
Daily balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Weekly balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Monthly balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Low balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Under	▼	Enter amount

Insufficient funds						
Type	Text message	E-mail	Push notification	Limit	Amount	
Scheduled transfers or bill payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

Failed transactions						
Type	Text message	E-mail	Push notification	Limit	Amount	
Scheduled transfers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
Scheduled bill payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

3. Your account alert settings have now been saved.



4. If you selected 'Security' you will be brought to the 'Security Alerts' page. You can customize alerts related to digital channels access and communications and support. To activate an alert, **1)** select from the switch buttons to the right of the alert type, and beneath your preferred notification method(s), which include text message, email or push notification.

Once you have completed your changes **2)** select 'Save' at the bottom of the page.

Note: You will notice some alerts already have email notifications enabled – these are mandatory for your account security and cannot be edited. However, you can choose to enable additional notification methods for these alerts.

The screenshot shows the CUA Security Alerts page. At the top, there is a navigation bar with the CUA logo, version 40.11.2.0, and user information 'CUA Member' with 'EN' and 'Sign out' options. Below the navigation bar, there are tabs for 'My CUA', 'Accounts', and 'Transfers & Payments'. The main heading is 'Security Alerts', followed by a note: 'For certain alerts, email notifications are enabled by default and cannot be edited. This is an additional step towards providing you a secure digital banking experience.'

The page is divided into two sections: 'Digital channels access' and 'Communications and support'. Each section has a table of alert types with toggle switches for 'Text message', 'E-mail', and 'Push notification'. In the 'Digital channels access' section, the 'Text message' toggle for 'Successful login' is circled in blue and labeled '1)'. In the 'Communications and support' section, the 'Save' button is circled in blue and labeled '2)'.

Type	Text message	E-mail	Push notification
Successful login	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Password changed	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
New biometric access	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Password attempt lock	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Type	Text message	E-mail	Push notification
New secure message	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Save

5. Your security alert settings have now been saved.

