A Quick & Easy Guide to AccessConnect™ Personal Online Banking

Access National Bank®

The Difference is Access.

www.AccessNationalBank.com

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Welcome

We work hard to provide our customers with the financial tools they need to achieve the goals in life that matter. Online Banking is an important one of those tools.

Our Online Banking system is designed for ease of use. Whether you access it from your desktop, tablet or smart phone, it looks and functions the same across all devices. It is full of powerful features that make it easy to keep track of your finances.

We invite you to take a moment to learn more about the anytime, anywhere convenience of Online Banking with Access National Bank.

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By following our tips, Online Banking at Access National Bank can be a safe and efficient method for handling your banking needs.

User Identification and Password

Security starts at your computer. Never share your Login ID or password with anyone. Make sure your password is hard to guess by combining random numbers and letters instead of using your birth date, pet's name or other personally identifiable choices.

Secure Sockets Layer Encryption

We use Secure Sockets Layer (SSL) encryption, a trusted method of securing internet transactions. This technology scrambles data as it travels between your computer and your financial institution, making it difficult for anyone to access your account information.

Secure Access Code

You need a secure access code each time you login to our Online Banking system unless you register this device for future log ins. It is delivered to you via phone call, or SMS text. If you delete the security certificate or "cookie" that activates your computer for later use, or if you log in from a new computer, you will need another secure access code the next time that you log in.

Browser Registration

In addition to your personal password security, we have added another layer of security called browser registration that runs in the background and helps verify your identity at login.

Online Banking Safety Tips:

> Ensure your web browser, operating system, anti-virus software and other applications are current and support 128-bit encryption.

> Memorize your passwords.

> Exit your Access National Bank Online Banking session when finished.

> Do not leave your computer unattended when logged in to Online Banking.

> Do not use public computers or unsecured WiFi when accessing Online Banking.

> If you receive an error when logged into your Online Banking account, report the error to a customer service representative at 703.871.7380.

Access National Bank will never send unsolicited emails asking you to provide, update, or verify personal or confidential information via return email. If you receive an email inquiry allegedly from your financial institution, please report the incident to a customer service representative as quickly as possible. To mitigate the risk of online fraud and identity theft, your first and best protection is awareness.

Phishing

Phishing is an online scam tactic that is used to lure users into unknowingly providing personal data, such as credit card information or Login IDs and passwords. Using realistic-looking emails and websites, this tactic attempts to gain the trust of unsuspecting targets and convince them that vital information is being requested by a vendor they may already have a relationship with, such as their financial institution.

Identity Theft

It is important that you are aware of the dangers of identity theft. Identity theft can occur when criminals find a way to steal your personal or other identifying information and assume the use of that data to access your personal accounts, open new accounts, apply for credit, purchase merchandise, and commit other crimes using your identity.

Fraud Prevention Tips:

> Do not open email attachments or click on a link from unsolicited sources.

> Avoid completing email forms or messages that ask for personal or financial information.

> Do not trust an email asking you to use a link for verification of login or account details.

> Monitor your account transactions for unauthorized use.

> Shred old financial information, invoices, charge receipts, checks, unwanted pre-approved credit offers and expired charge cards before disposing of them.

> Contact the sender by phone if you are suspicious of an email attachment.

1. Type www.accessnationalbank.com into the address bar on your browser and enter your current Login ID and click **Login**. If you have forgotten your Login ID, please contact us at 703.871.7380.
2. Do not enter your password when the next screen comes up. Instead, select **"I am a new user"**.
3. You will be directed to a page displaying the contact information on file for your account. Select your preferred contact method that will enable Access National Bank to reach you immediately with your Secure Access Code. Choose either phone, text message, or email, and click **Submit**. If you need to update your contact information in order to receive the access code, please call us during business hours.
4. When you receive your six-digit Secure Access Code, enter it in the access code screen and click **Submit** again. The one-time access code is only valid for 15 minutes. If it expires, you must request a new one. If you close the login screen and then receive the code, follow the above steps again and select **"I already have a Secure Access Code"**.
5. You will then be prompted to change your password. For your protection, you will need to create a password that meets the stated security **criteria**. When finished, click **Submit**.
6. A view-only online profile screen will appear for your review. It will be grayed-out and you cannot make any changes at this point. However, please note any contact information that you would like to change in the future. Once you have accessed Online Banking, you will be able to use the **Address Change** screen to make corrections. Click **Submit** then **OK** to continue.
7. You are now presented with a copy of the Online Banking Services Agreement. Read and acknowledge that you agree to the conditions by clicking, **I Accept**.
8. Next, you will be asked if you would like to register your device. If you register your device, you will not have to generate new secure access code when you use that device in the future.
9. You will then be logged in to Online Banking with Access National Bank.

Once you have registered as a New User, and logged into Online Banking at least once, follow these steps for subsequent logins.

1. From www.accessnationalbank.com's Online Banking login box, enter your **Login ID** and **Password**. Click **Log In**.
2. Forgot your password? Simply enter your Login ID, leave the Password field blank, and click on the Forgot Password? option. Click **Log In**.

What is a secure access code?

You need a secure access code each time you login to our Online Banking system. It is delivered to you via email, phone call, or SMS text. If you delete the security certificate or "cookie" that activates your computer for later use, or if you log in from a new computer or device, you will need another secure access code.

Should I register my device?

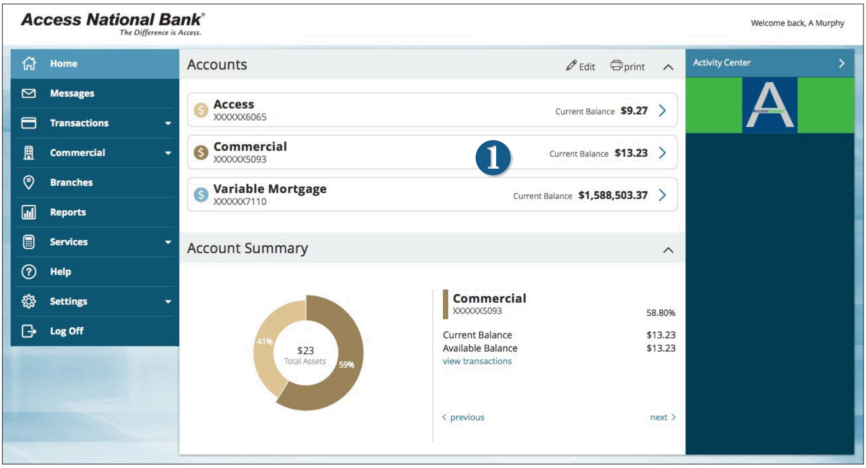
If this device is "private" device where you have exclusive access, you may want to register to have it recognized for future logins to save time. We do not recommend registering a public device where other people could have access to the same computer, for example at a public library.

Logging Off

As a secure practice, you should log off your Online Banking session with Access National Bank before you close out of your online banking session, or anytime you walk away from your computer. For additional security, Access National Bank will log you out automatically due to inactivity or when your online session reaches the maximum time limit.

The Home Screen will give you an overview of all of your accounts at Access National Bank displayed in a comprehensive list with available balances conveniently in one place.

To View an Overview of Your Accounts:

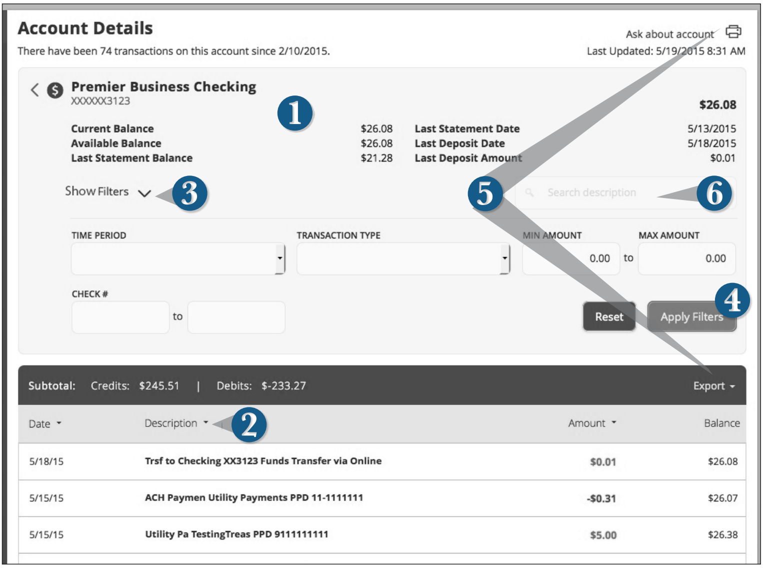


1. For account transaction history, click the **account name** to view the **Account Details** screen. View details or a check image by clicking **>** next to the transaction. Select **Show Filters** to define search options.

2. Need an action done in a hurry? On the home page you will notice options on the upper-right corner of the page. These **Quick Action** options allow you to swiftly: transfer money and view the money manager.

It is easy to see recent transactions for each account. Simply click on the account name on the Access National Bank Online Home page. The credits appear in green, the debits appear in red and pending transactions have a light gray background.

To View Account Details:



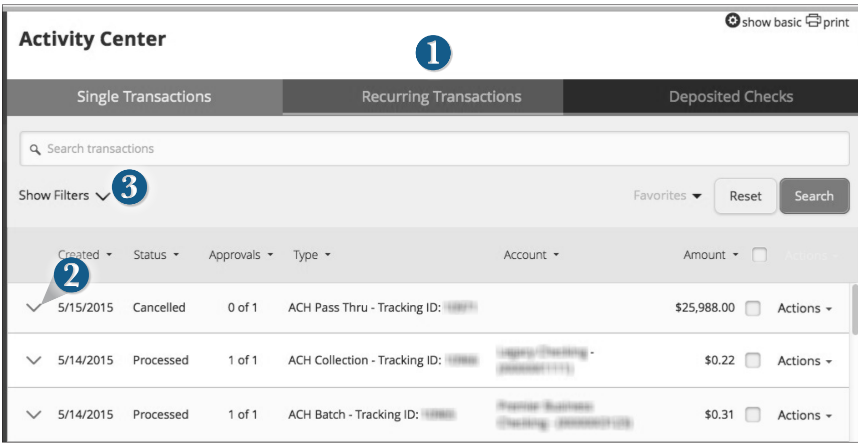
From the **Home Page**, Click on the account for which you would like more information.

1. The top of this screen shows you an overview of this account.
2. You can organize your view by date, description or amount by clicking the column header.
3. If you choose to **Show Filters**, you will be able to filter out certain transactions to view, export or print.
4. Once you've made your selections, click **Apply Filters**.
5. Once you have filtered the transactions that you would like to print, click **Print**. Or you can choose to **Export** your selection and save on your computer or device.
6. Looking for a specific transaction? You can also search transaction descriptions.

Activity Center

The Activity Center shows only your Online Banking transaction activity. Depending on the type of account and access, you can review and cancel unprocessed transactions. Whether single or recurring transactions, view debits/credits and the status, type, amount, account and date of your online activity.

To View Unprocessed Transactions:

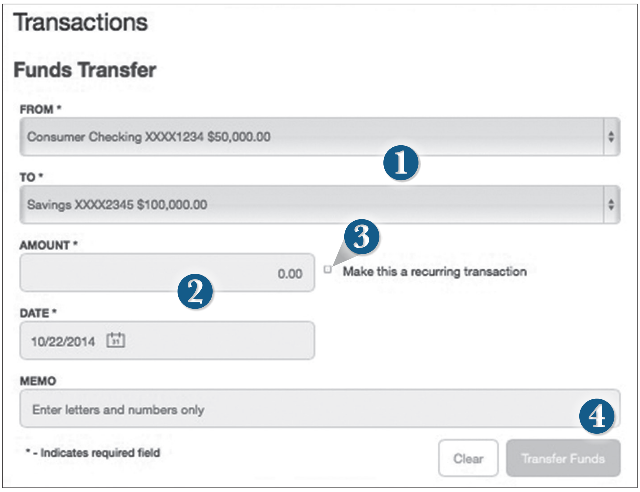


Click on the **Activity Center** tab.

1. You can choose to view **Single Transactions**, **Recurring Transactions**, or **Deposited Checks** by clicking on the appropriate tab.
2. Click the **V** next to the transaction to view more details.
3. Click **Show Filters** for additional search options, click the **V** to expand search options.
4. Select **Actions** to cancel transactions that haven't processed, or choose inquire to send a secure message.

Online Banking enables you to transfer funds between your own Access National Bank accounts quickly and easily.

To Transfer Funds:

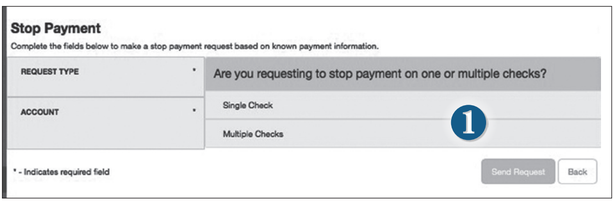


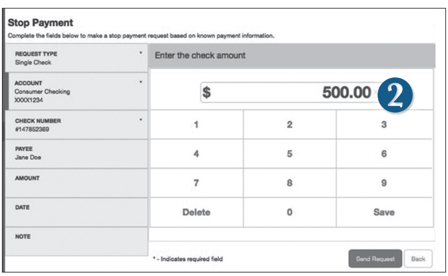
Click on the **Funds Transfer** tab.

1. Select the accounts that you wish to transfer funds **From** and **To** using the dropdown menus.
2. Enter the dollar amount and date to process the transaction.
3. (optional) If you wish to setup a recurring transaction, click the check box. New input fields will appear and you will need to specify the frequency and date range for this transaction.
4. When completed entering the needed information, select **Transfer Funds**.

Using Online Banking with Access National Bank, you can initiate a stop check payment request from any device. Visit Activity Center to review the status of your request. The stop payment will remain in effect for six months.
Contact Access National Bank at 703.871.7380 for current fee information.

To Initiate a Stop Payment Request:



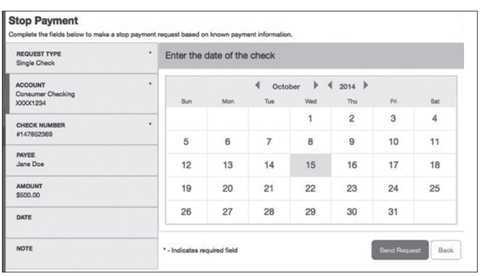


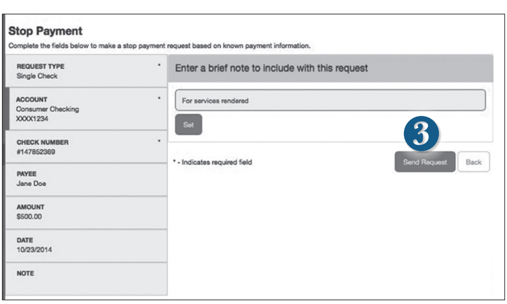
Click on the **Stop Payment** tab.

1. Select request type; single or multiple checks.

2. Select an account, check number, and other requested information.

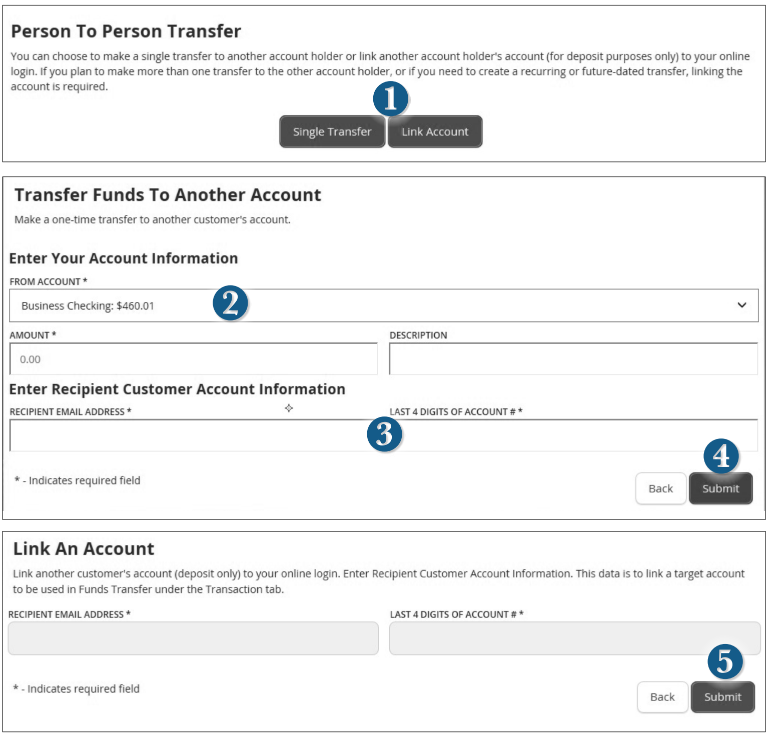
3. Click **Send Request**.





With the Person to Person Transfer feature, you can send money to any Online Banking user at Access National Bank. You can also conveniently link this account to your Online Banking for deposit purposes only. All you need is the email address associated with their Online Banking and the last four digits of their account number.

To Send Money to a Person or Company:

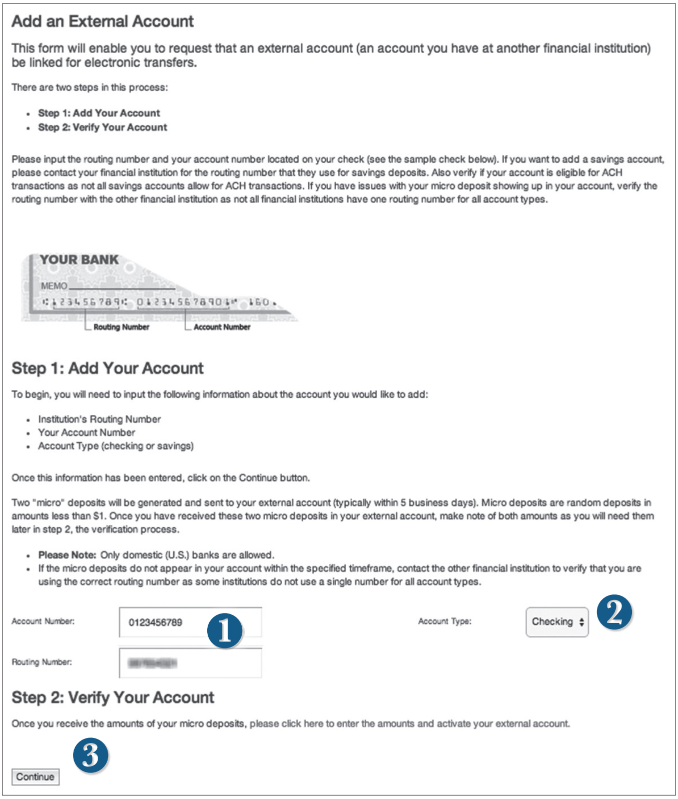


Click on the **Person to Person** tab.

1. Choose whether you will be making a Single Transfer or whether you would like to link another account for future use.
2. For a Single Transfer, use the dropdown to choose the account you wish to withdraw funds from. If you wish to include a description to go with your transfer do so in the provided box.
3. Enter the information for the person you wish to receive the funds.
4. Click **Submit**.
5. If you would like to link this account for future use. Click **Link Account** at the first window; this information will be used in Funds Transfer.

In order to transfer funds to an account outside Access National Bank, you must first enroll the new external account. This will ensure the ability to make fund transfers to the outside account by integrating it into one, simple location.

To Add an External Account:



Add an External Account

This form will enable you to request that an external account (an account you have at another financial institution) be linked for electronic transfers.

There are two steps in this process:

- **Step 1: Add Your Account**
- **Step 2: Verify Your Account**

Please input the routing number and your account number located on your check (see the sample check below). If you want to add a savings account, please contact your financial institution for the routing number that they use for savings deposits. Also verify if your account is eligible for ACH transactions as not all savings accounts allow for ACH transactions. If you have issues with your micro deposit showing up in your account, verify the routing number with the other financial institution as not all financial institutions have one routing number for all account types.

YOUR BANK
MEMO
Routing Number
Account Number

Step 1: Add Your Account

To begin, you will need to input the following information about the account you would like to add:

- Institution's Routing Number
- Your Account Number
- Account Type (checking or savings)

Once this information has been entered, click on the Continue button.

Two "micro" deposits will be generated and sent to your external account (typically within 5 business days). Micro deposits are random deposits in amounts less than $1. Once you have received these two micro deposits in your external account, make note of both amounts as you will need them later in step 2, the verification process.

- **Please Note:** Only domestic (U.S.) banks are allowed.
- If the micro deposits do not appear in your account within the specified timeframe, contact the other financial institution to verify that you are using the correct routing number as some institutions do not use a single number for all account types.

Account Number: 0123456789 1 Account Type: Checking 2

Routing Number:

Step 2: Verify Your Account

Once you receive the amounts of your micro deposits, please click here to enter the amounts and activate your external account.

3

Continue

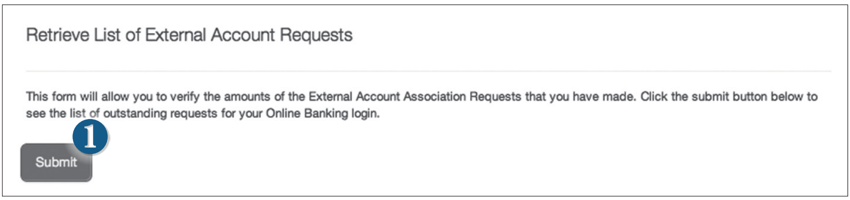
Click on the **Add External Account** tab.

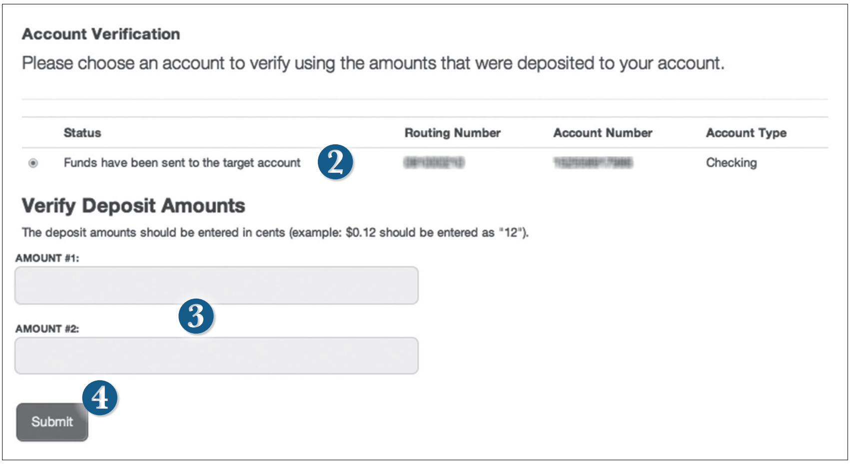
1. Enter the **Account Number** and the financial institution's Routing Number in the spaces provided. These numbers can be located towards the bottom of a paper check.
2. From the drop-down menu, choose the **Account Type**.
3. Click **Continue**. You should then receive micro deposits in the external account to show the process has been initialized. Once received, go to **Verify External Account** to enter the amounts and activate your external account.

Verify an External Account

Once you have made a request to add an external account, check the history of that account and locate the two small "micro" deposits that have been made. You will then be asked to provide those amounts to verify the ability to make transfers and to prove ownership of the outside account.

To Verify an External Account:





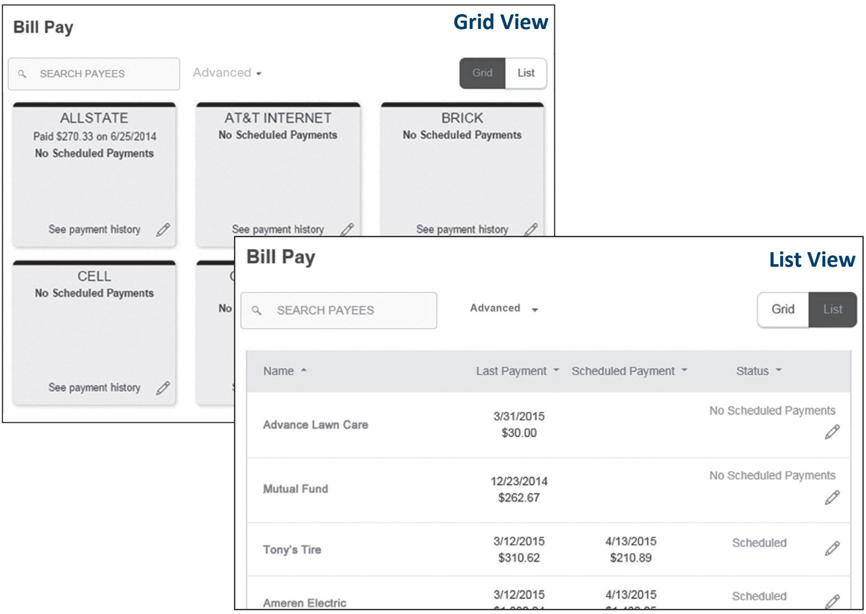
Click on the **Verify an External Accounts** tab.

1. To begin verifying the micro deposit amounts of your external account request, click **Submit**. You will be directed to a new window.
2. **Select the Account** you would like to verify.
3. Enter the amounts of the micro deposits.
4. Click **Submit**.

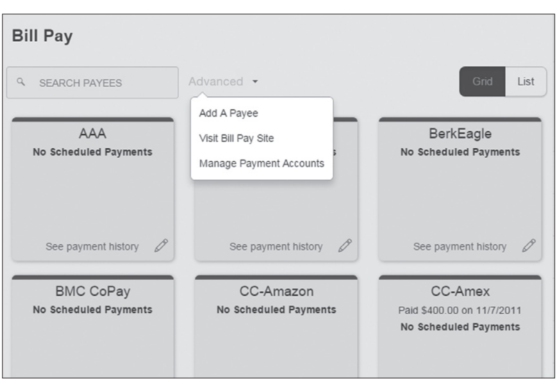
Bill Pay with Access National Bank is easy and convenient whether you are accessing your account from a computer or a smart device.

New Bill Pay Features:

You can now choose how you view your Bill Payscreens - grid or list view....



...or use the dropdown to view more Bill Pay options.



The person or company to whom you are sending funds is known as the payee. A payee can be almost any company or person you would send a check, like a utility company, a cable TV provider or even a lawn care service. It may be convenient to set up a payee to receive payments on a regular basis.

To Create a Payee:

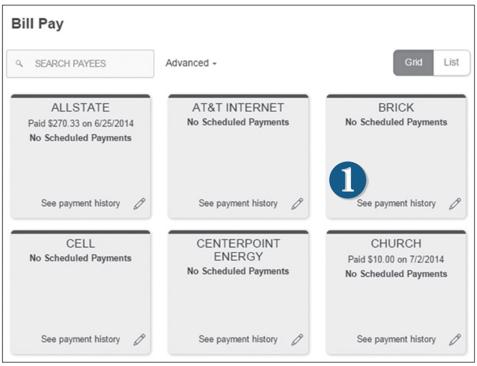
From the **Bill Pay** tab, click the dropdown and choose **Add a Payee**.

1. Fill out the required information regarding the payee, then click **Save**.
2. You will get a confirmation screen that your payee has now been created and added to your payee list.

Make a Manual Payment

Once you set up your payees, it’s easy to pay your bills quickly. When you click on the Bill Pay tab you will see all of the existing payees you have established so far. To pay a bill, simply find your payee and fill out the payment information beside the name.

To Make a Payment:



Click on the **Bill Pay** tab.

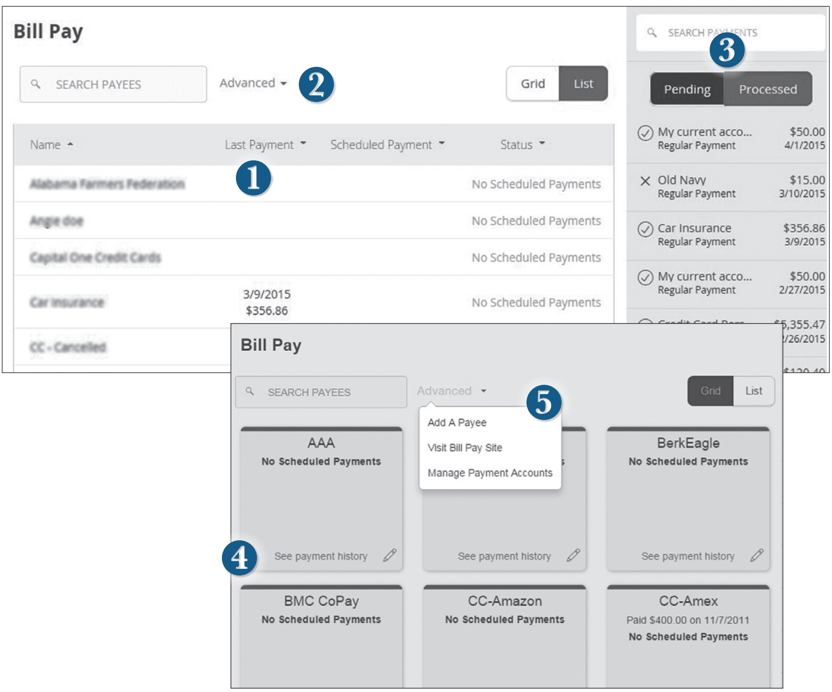
1. Select the payee that you would like to pay.
2. Click the account from which you would like to send a payment.
3. Enter the amount of payment and the delivery method.
4. Choose the date to complete the transaction.
5. After you have verified the information, click **Send Payment**.

Note

You have the option to create a recurring transaction for any of your bills. Reference Recurring Transactions within the Advanced Bill Pay section of this guide.

Here you can quickly pay bills by searching payees by name, last payment date, scheduled payment or status.

To Search Your Bill Pay History:

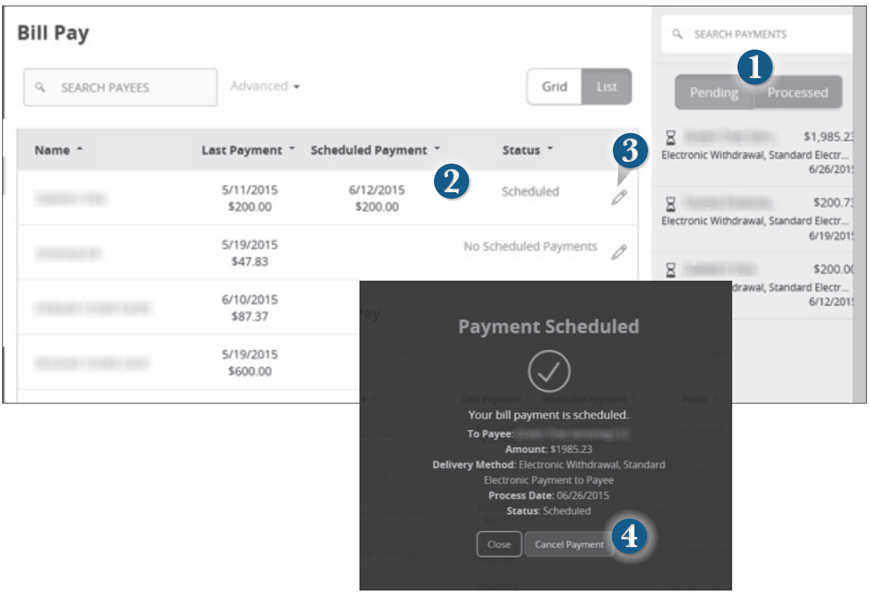


Click on the **Bill Pay** tab.

1. To sort by a header, click the arrow next to the desired category.
2. You can also search your previous **Payees**.
3. You can view **Pending** or **Processed** transactions on the right side panel.
4. To see payment history for a specific Payee, you can select **See Payment History** on the bottom of the Payee grid.
5. To access additional screens, click on **Advanced,** and then **Visit Bill Pay Site**, this will take you to the third party site where you can add, change, delete payees etc.

You can see all Pending and Processed transactions listed on the right hand panel.

To Cancel a Pending Transaction:



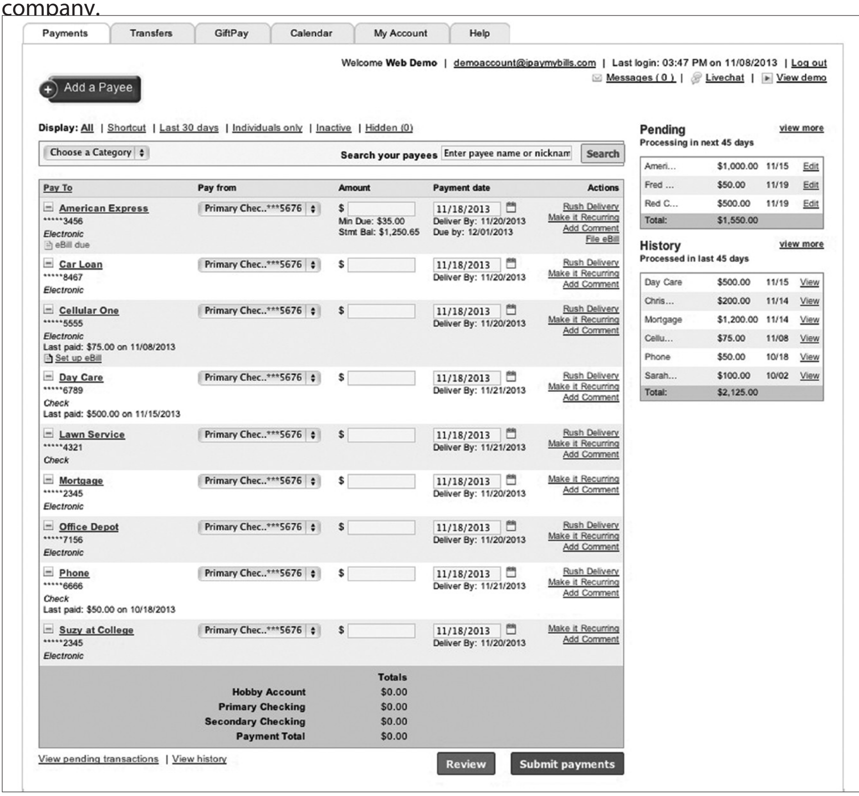
Click on the **Bill Pay** tab.

1. You can toggle to view only **Pending** or only **Processed** transactions by clicking the appropriate button on the right hand panel.
2. You can see the **Pending** payments marked as scheduled in green under the Status header.
3. To cancel the pending transaction, click the icon.
4. A new screen will appear. Click **Cancel Payment**. You should see a confirmation screen to show that this action is completed.

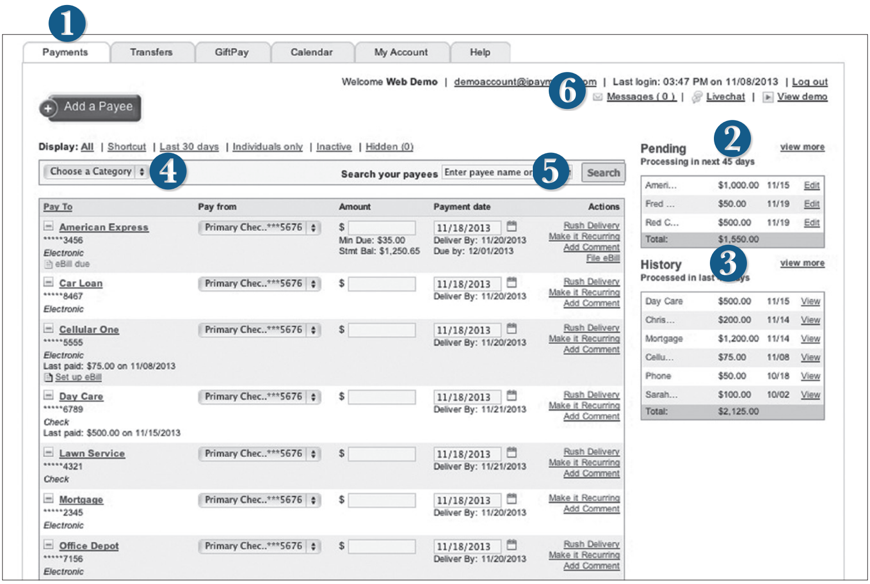
What is more reassuring than being in control of your finances?

Staying in control of your bills!

Online Bill Pay with Access National Bank allows you to stay on top of your monthly finances with the utmost ease and turn-key efficiency. Free yourself from the hassle of writing checks and the clutter that comes with traditional ways of paying bills. This is a quick and easy alternative to paying your bills online at the sites of each individual company.



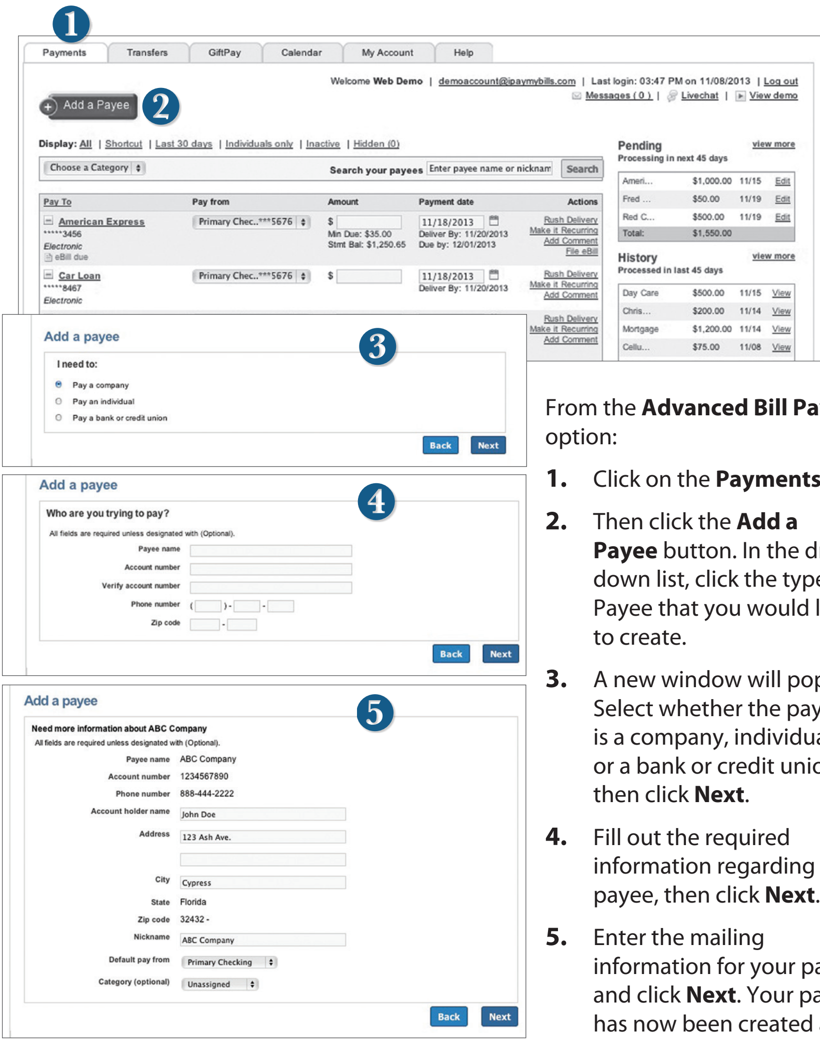
Click on the **Bill Pay** tab to begin managing your bills online. Here you will be able to view your payees, pending payments and bill history among other information regarding your online account with Access National Bank.



From the **Advanced Bill Pay** option:

1. Click the **Payments** tab.
2. Pending transactions can be viewed in the right side panel under **Pending**. Click **view more** for more details or by clicking **view** next to a specific trasnsaction.
3. A Histroy of transactions can be viewed in the right side panel under **History**. Click **view more** for more details or by clicking **view** next to a specific trasnsaction.
4. You can filter your future payments by category if you wish.
5. Payees can be easily searched in the Search bar.
6. Secure messages can be sent or viewed by clicking **Messages**.

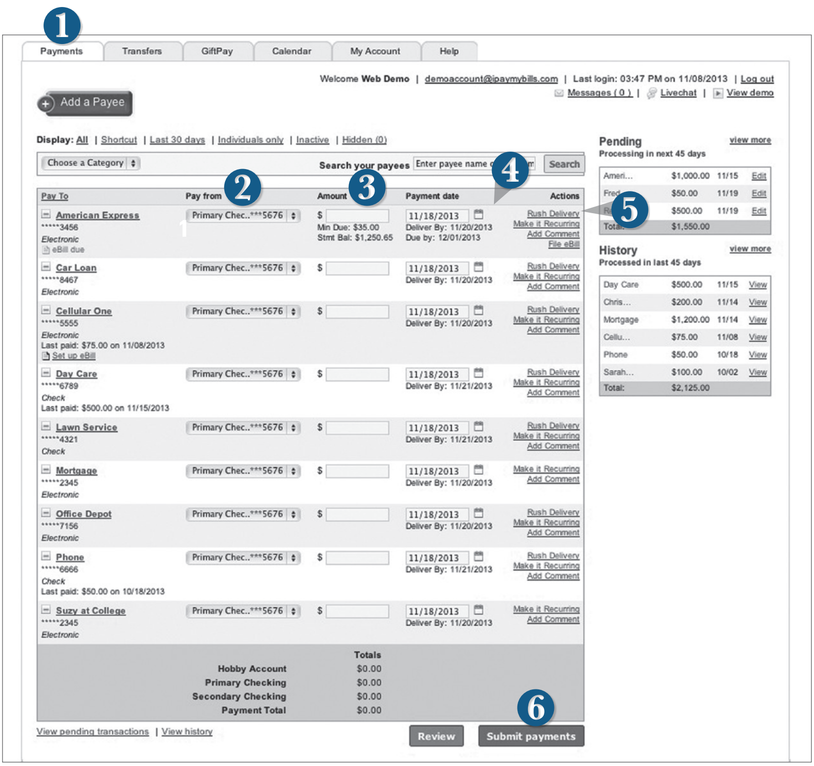
The person or company to whom you are sending funds is known as the payee. A payee can be almost any company or person you would send a check, like an auto finance company, a cable TV provider or even a lawn care service. It may be convenient to set up a payee to receive payments on a regular basis, such as a loan.



From the **Advanced Bill Pay** option:

1. Click on the **Payments** tab.
2. Then click the **Add a Payee** button. In the drop-down list, click the type of Payee that you would like to create.
3. A new window will pop up. Select whether the payee is a company, individual or a bank or credit union, then click **Next**.
4. Fill out the required information regarding the payee, then click **Next**.
5. Enter the mailing information for your payee and click **Next**. Your payee has now been created and added to your payee list.

Once you set up your payees, it's easy to pay your bills quickly. When you click on the Payments tab you will see all of the payees you have established so far. To pay a bill, simply find your payee and fill out the payment information beside the name.

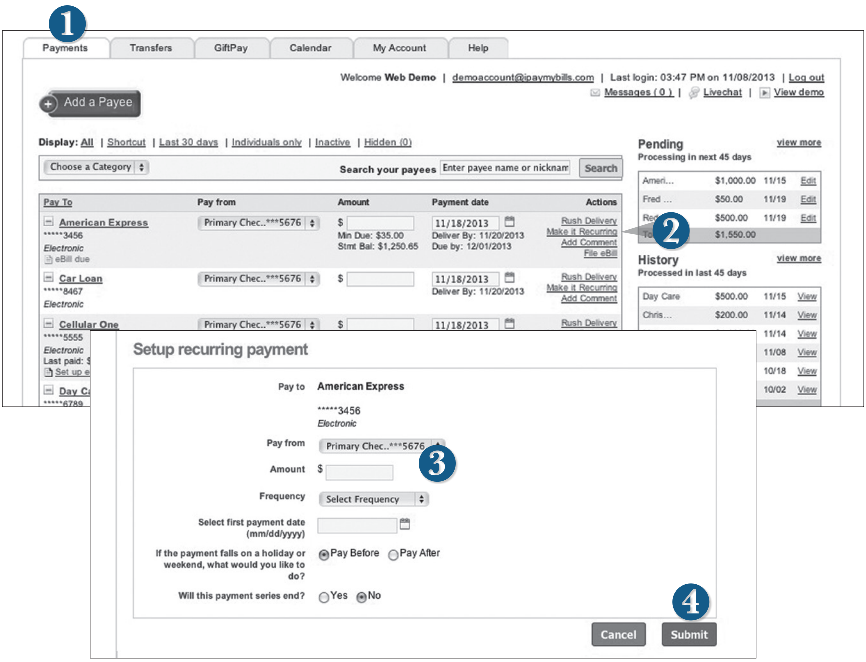


From the **Advanced Bill Pay** option:

1. Click on the **Payments** tab.
2. You will see a list of billers and the most recent payment made to them as well as future due dates. Use the **Pay from** dropdown to choose the account from which you would like to pay each bill.
2. In the **Amount** column, enter any payments that you wish to make.
3. Enter the desired **Payment date** in the next column; be sure to use the convenient calendar feature.
4. You can choose to designate some with faster than normal processing by clicking **Rush Delivery** in the **Actions** column. **Fees may apply.**
5. After you have carefully reviewed the payments, click **Submit payments**.

Our recurring payments feature keeps you ahead of your payments that need to be repeated. Setting up a recurring payment takes only a few moments, and saves you time from not entering a payment each time a bill is due.

To Create Recurring Payments

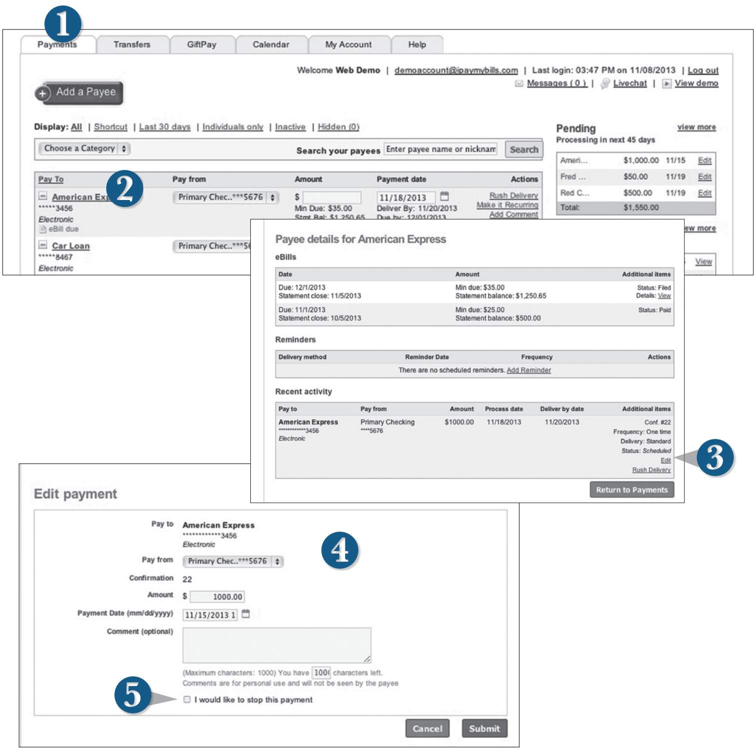


From the **Advanced Bill Pay** option:

1. Click on the **Payments** tab.
2. Find the payee you wish to set up recurring payments for; click the **Make it Recurring** link.
3. A new window will pop up. Choose the **Pay From** account, along with the **Amount**, **Frequency**, **Payment date** and other payment preferences.
4. Click **Submit** after you confirm the details.

Even after you have set up a payment, you have the ability to edit or cancel your payment up to the time it begins processing. This convenient feature gives you the freedom to change the way you make your payments.

To Edit or Cancel a Payment

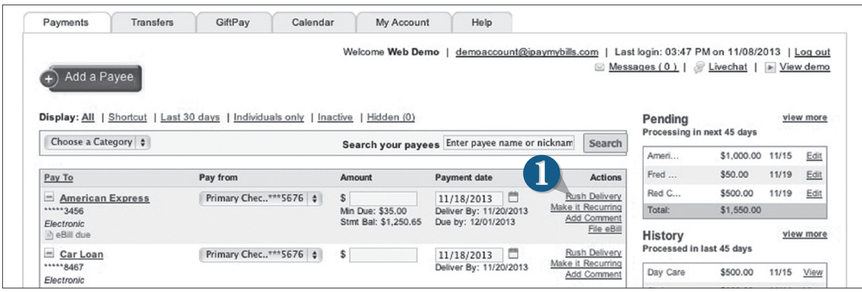


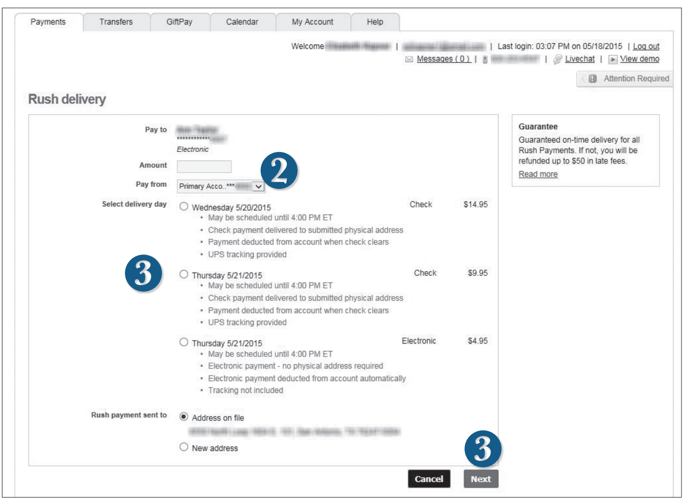
From the **Advanced Bill Pay** option:

1. Click on the **Payments** tab.
2. To edit or cancel a payment, click on the payee.
3. A new window will appear revealing the recent activity for the payee. Click the **Edit** link towards the bottom of the window.
4. Here you can change the setting of your payment, such as the account you are paying from, the amount or payment date. Once you are done editing the payment, click **Submit**.
5. If you wish to delete the payment, click the box next to **I would like to stop this payment**.

Rush Delivery of you Bill Payments is available

To Rush Delivery for a Bill Payment:



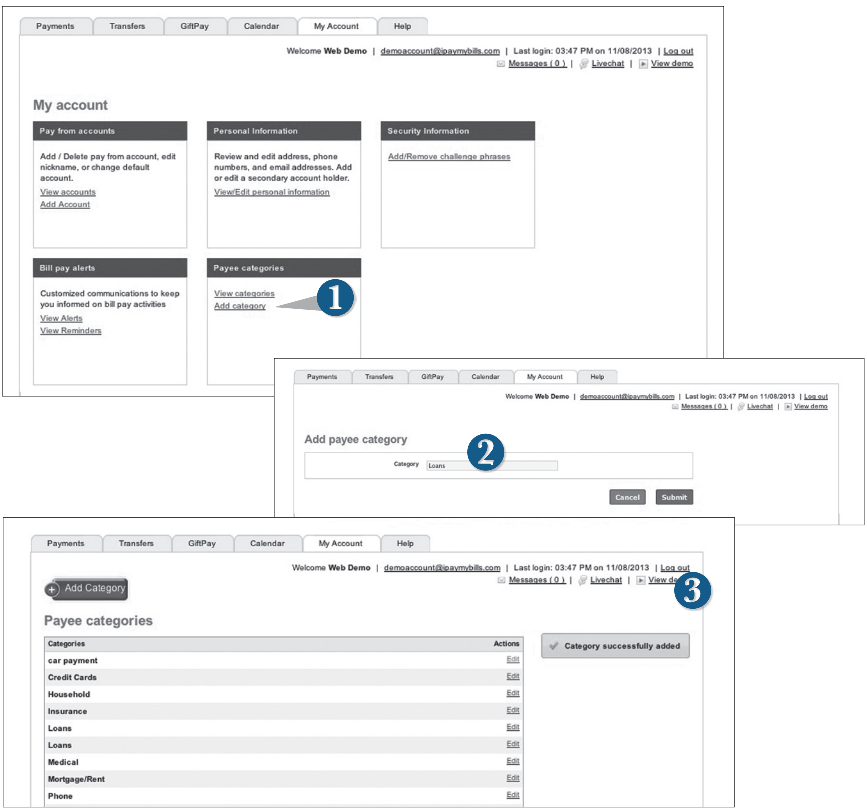


From the **Advanced Bill Pay** option:

1. To change your delivery of a bill to Rush Delivery, simply click on the link that says **Rush Delivery**.
2. You will choose the amount to pay and the account to pay from.
3. Below you will see options for delivery dates with appropriate charges. Select the necessary date.
4. Click **Next**.

Assign and organize your payees into specific groups called Categories to ensure increased convenience when paying your bills.

To Create Categories

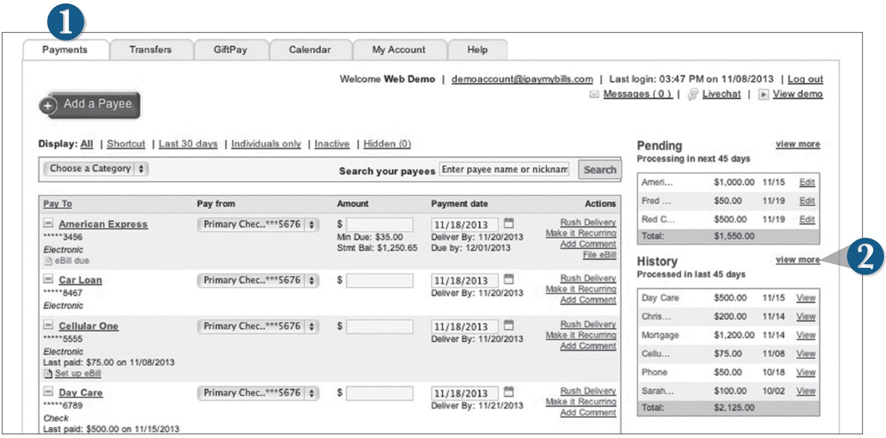


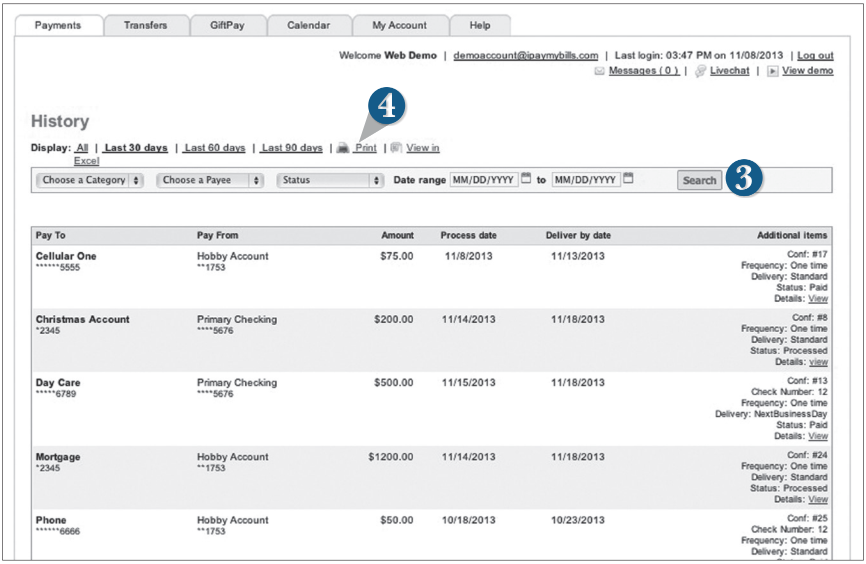
From the **Advanced Bill Pay** option

1. To add a category, go to the **My Account** tab and click the **Add Category** link.
2. A new window will pop up asking you to name your category. When finished, click **Submit**.
3. You will see on the right hand side of the screen that your category has been successfully added.

View Bill History

View and print bill history and details by entering the appropriate search criteria.



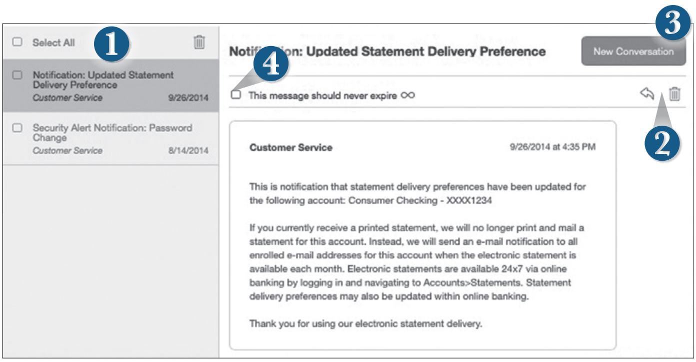


From the **Advanced Bill Pay** option

1. Click the Payments tab.
2. Click **View More** located next to the **History** panel.
3. Narrow down your search using the provided drop-down menus and options; click **Search** to see your results.
4. To print the search results for your records, click **Print**.

Our message center allows you to communicate securely with your bank. Messages can be saved by topic for easy reference. Check here for your alerts, replies to your inquiries and bank communications.

To View Messages:



Click on the **Messages** tab.

1. **Messages** are displayed at the left side of the screen.
2. Delete or reply to a message in the upper right corner of the message.
3. Create a new message by selecting **New Conversation**.
4. Messages automatically expire after a certain period of time has passed. A message can be saved indefinitely by selecting this box.

You can create and manage alerts to remind you of important dates, warn you about the status of your accounts, and when certain transactions occur. When you create an alert, you specify the conditions that trigger the alert as well as the delivery option to receive that alert. All alerts will automatically be sent to your Online Banking account via Secure Messages, regardless of the additional delivery preferences you have chosen.

To Edit Security Alert Delivery Preferences:

You can edit specific Account, History, and Transaction alert preferences found in **Alerts** under the **Settings menu**.

Delivery preferences include:

- Secure Message within Online Banking
- Phone Call
- SMS text message

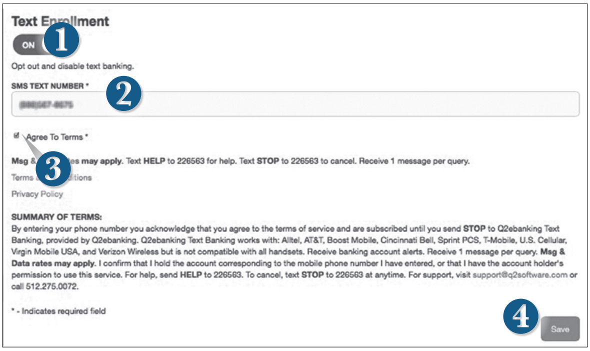
To Set Up Alerts:

Click on the **Alerts** tab.

1. To create an alert, click the **Create New Alert** button.
2. To view details of an already existing alert, choose the **Click to view details** link on the right end of the alert box.

Once enrolled in Text Banking, you can check balances, review account history and transfer funds from your Online Banking account using any text enabled device.

To Enroll in Text Banking:



To enroll, click the **Text Enrollment** tab.

1. Turn the **Text Enrollment button** from **OFF** to **ON**.
2. Enter your phone/SMS text number.
3. Read the terms and conditions and check the **Agree to Terms** box.
4. Click **Save** to complete enrollment.

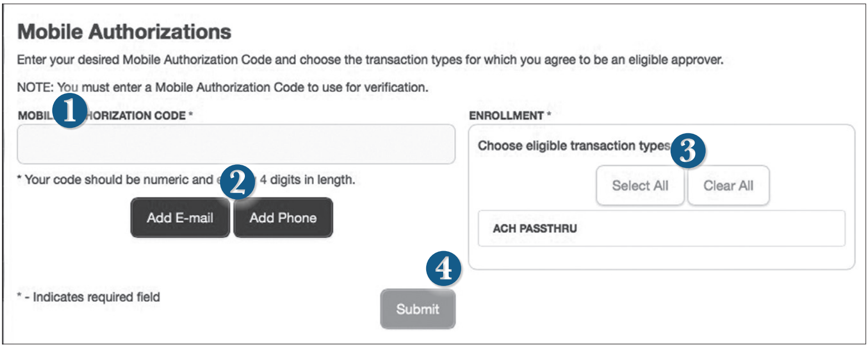
Note

To enable your account to be viewed in Text Banking, visit Account Preferences under the Settings menu.

Text Command Options To xxxxx For The Following Information:	
BAL or BAL <account nickname>	Request account balance
HIST <account nickname>	Request account history
XFER <from account nickname> <to account nickname> <amount>	Transfer funds between accounts
LIST	Receive a list of keywords
HELP	Receive a list of contact points for information on text banking
STOP	Stop all text messages to the mobile device (for text banking and SMS alerts/notifications)
START	Enable message send/receive for text banking

Mobile Authorizations is an extra security measure to ensure that no one but you is accessing your account.

To Set Up Mobile Authorizations:

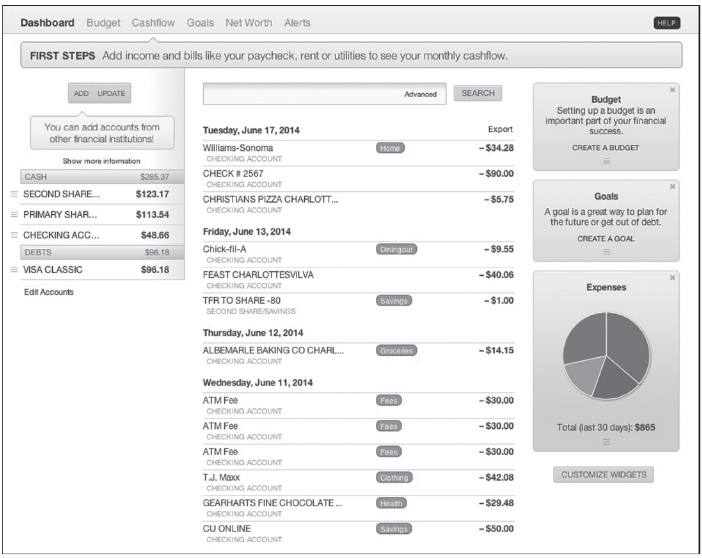


Click on the **Mobile Authorizations** tab.

1. Enter any 4 digit code in the **Mobile Authorization Code** field. You will need this code to make transfers and approve transactions using your mobile device.
2. Click **Add E-mail** or **Add Phone** to establish new contact methods.
3. Choose the transaction types for which you agree to be an eligible approver.
3. Click **Submit** when finished.

Personal Finance Manager

Our Personal Finance Management tool allows you to manage your money from your Online Banking account. Easily create budgets, categorize and track spending habits, and tag your transactions to see where and how you spend your money. View your investment, mortgage, credit card and account balances and transactions in one place, regardless of where you have your accounts.



Dashboard: You'll find a quick overview of your financial standing on the dashboard, as well a host of financial tools that you can use to manage your finances.

Budget: Track your spending. Add targets that will help you better control such expenses as shopping or dining out. When you establish spending targets, you can also schedule notifications via a delivery method of your choice when you near to your budget limit.

Cashflow: View incoming and outgoing transactions on a monthly basis.

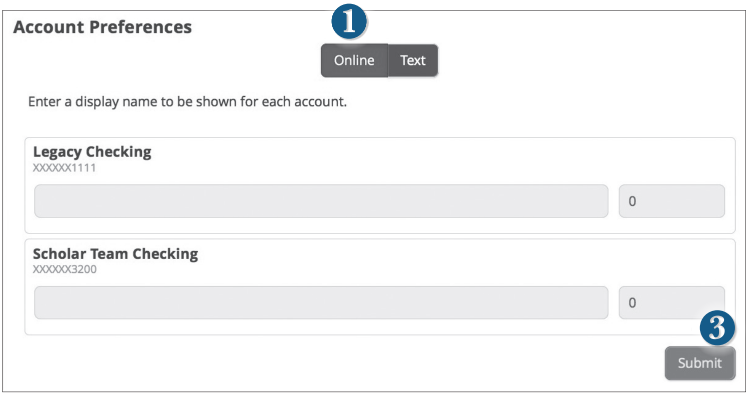
Goals: Set a personal financial goal and actively set aside money you wish to use towards that goal.

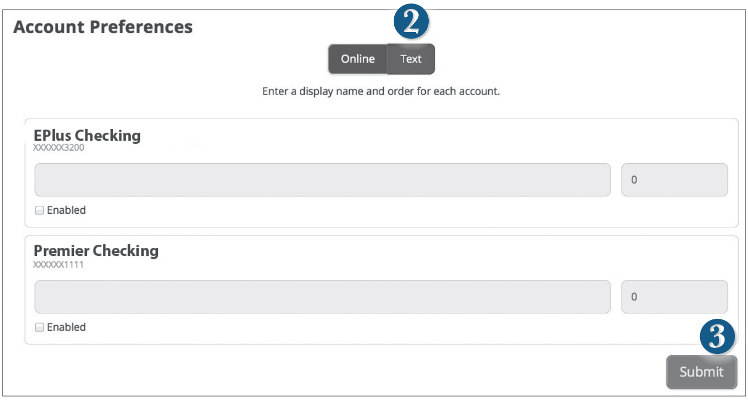
Net Worth: Sum up your assets and debts. View pie charts to see how these assets and debts are allocated.

Alerts: Add alerts to provide real-time monitoring of your financial situation. Alerts can send emails or text messages to you when certain criteria are met.

In Account Preferences you can select name and viewing preferences for your Online and Text Banking accounts.

To Setup or Change Your Account Viewing Preferences:





Click on the **Account Preferences** tab.

1. For **Online**, you can customize your account display names and choose the order preference for viewing.
2. Toggle to the **Text** button for Text Banking account preferences. You must enroll in text banking by selecting Text Enrollment from the **Settings** menu option. To view an account in Text Banking, check “**Enabled**”. Customize a four character account nickname to display and choose the order preference for viewing.
3. When you are happy with your choices, click **Submit.**

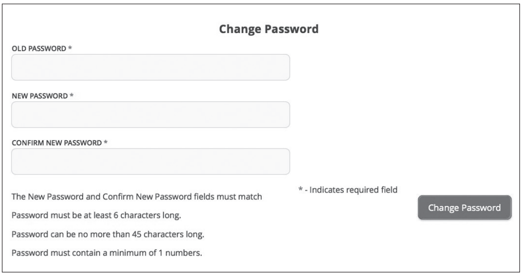
In Security Preferences, you can change your the different designations that help keep your account secure.

To Set Up or Change Your Security Preferences:

Click on the **Security Preferences** tab.

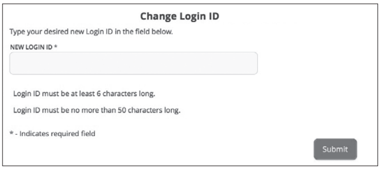
Password

When changing your password, make sure you follow the guidelines for creating a strong password.



Login ID

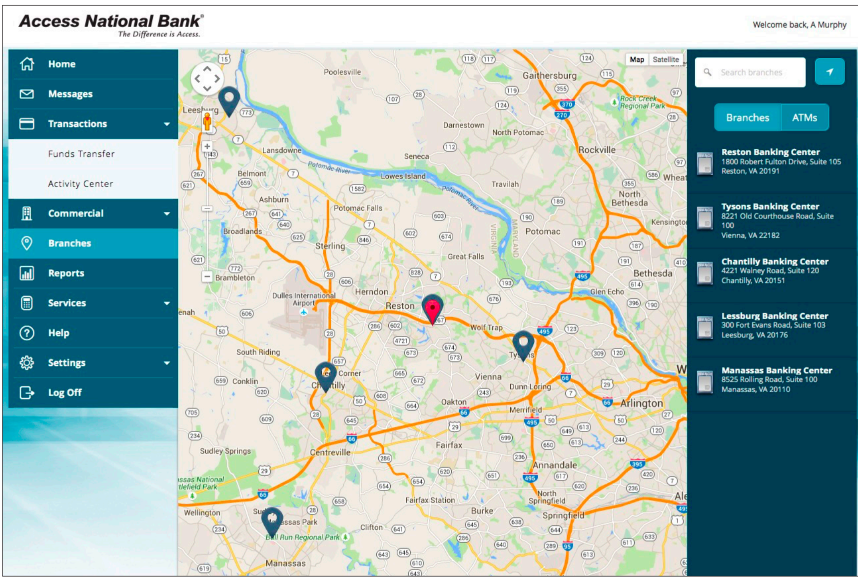
Be sure to create a login that you will remember, but that is not too recognizable.



Secure Delivery

Make sure we have your correct email and phone number on file so you can receive secure access codes when logging in from an unregistered device.

Looking for the branch location nearest to you? You can click on the appropriate button to locate Access National Bank's branches.



Access National Bank®
The Difference is Access.

Banking Center Locations

Reston *(Headquarters)*
1800 Robert Fulton Drive
Suite 105
Reston, VA 20191
703-871-7374

Chantilly
4221 Walney Road
Suite 120
Chantilly, VA 20151
703-871-7390

Tysons
8221 Old Courthouse Road
Suite 100
Vienna, VA 22182
703-871-1800

Manassas
8525 Rolling Road
Suite 100
Manassas, VA 20110
703-871-5660

Leesburg
300 Fort Evans Rd NE
Suite 103
Leesburg, VA 20176
703-871-1040

Banking Center Hours
Monday - Friday
9:00 AM - 5:00 Pm

Online Banking Support
703-871-7380
Monday - Friday
8:00 AM - 6:00 PM EST

AccessConnect™

FDIC

EQUAL HOUSING OPPORTUNITY