



ONLINE BANKING GUIDE

Personal Banking Resource



**Bank of
New Hampshire**

New Hampshire's local bank

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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 smartphone, it looks and functions the same across all devices. And it's 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 at our financial institution.



Table of Contents

General Information

Security.....	3
Logging In.....	5
Home.....	7
Messages.....	8

Services

Funds Transfer.....	9
Activity Center.....	10
Statements.....	11

Bill Pay Express

Enrollment.....	12
Navigation.....	13
Add a Payee.....	14
Make a Payment.....	15
Cancel Pending Transactions.....	16
Search Bill Pay.....	17

Advanced Bill Pay

Overview.....	18
Add a Payee.....	19
Make a Payment.....	20
Recurring Payments.....	21
Edit/Cancel Payments.....	22
Categories.....	23
History.....	24

Options

Stop Check Payment.....	25
Check Reorder.....	26
Real-Time Alerts.....	27
Transaction Alerts.....	28
External Accounts.....	29
BNH P2P Transfer.....	30
Open an Account.....	31
Enroll Mobile Deposit.....	32
Remote Check Deposit.....	33

Preferences

Display Preferences.....	34
Security Preferences.....	35
Text Banking - Enroll.....	36
Address Change.....	37
Change Theme.....	38

Branches.....	45
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General Information - Security

By following our tips, Online Banking 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 obvious 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.

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 Online Banking session when finished.
 - > Do not leave your computer unattended when logged into 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.
-

General Information - Security

Your financial institution 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

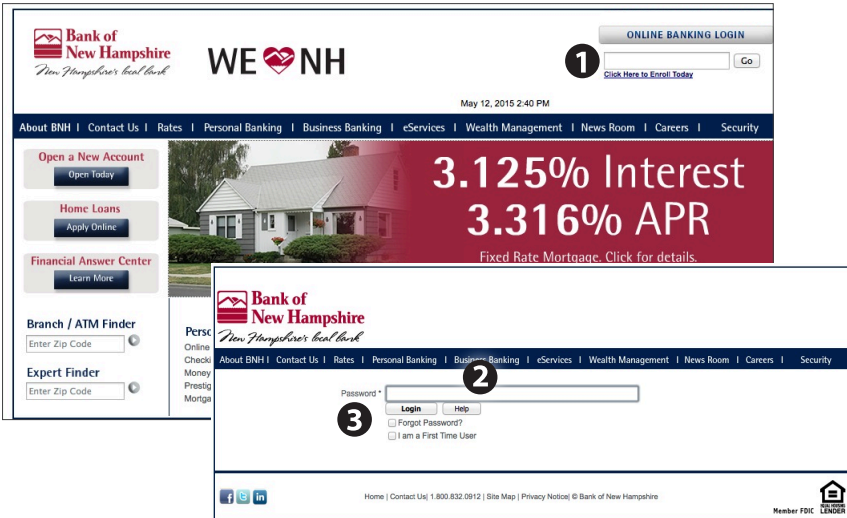
- > Do not open email attachments or click on a link from unsolicited sources.
 - > Avoid completing email forms or messages that ask for personal or financial information.
 - > Do not trust an email asking you to use a link for verification of login or account details.
 - > Monitor your account transactions 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.
-

General Information - For New Online Banking Users

1. Go to the Online Banking Login box on the Home Page, click **Enroll**.
2. This opens the Online Banking new enrollment account verification screen. Enter all the required information. It will be verified by comparing it to the current contact information in our system. When finished, click **Submit Enrollment**. If you need to update your contact information, please call us during our business hours.
3. An email confirming that your request has been approved should arrive within one business day.
4. From our homepage, enter Access ID contained within the approval notification and click "Go."
5. Select "I am a first time user" and then click "Login"
6. You will be directed to a page where you are to select the delivery method of your Secure Access Code. This page will display the contact information on file for your account. Select either the phone, text message, or email option that will enable the financial institution to reach you immediately with your one-time Secure Access Code.
7. When you receive your six to seven digit Secure Access Code, enter it in the access code screen and click **Submit**. The secure access code is valid for only 15 minutes. If it expires, you must request a new one.
8. Once your access code has been accepted, 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 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**.
10. 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. Click **Submit** then **OK** to continue.
11. Now you can change your password. Use your temporary password as your old password. For your protection, you will need to create a password that meets the stated security requirements. Click **Submit**. When the pop-up window appears, click **OK** to confirm.
12. Congratulations! You are now logged in to Online Banking.

General Information - Logging In

Once you have enrolled as a New User, follow these steps for subsequent logins.



1. From the website's Online Banking login box, enter your login ID.
2. On the next page, enter your password and click **Login**.
3. Forgot your password? Simply click "**Forgot your password?**" and select where you would like to receive your secure access code, then follow the instructions to re-establish a password.

What is a secure access code?

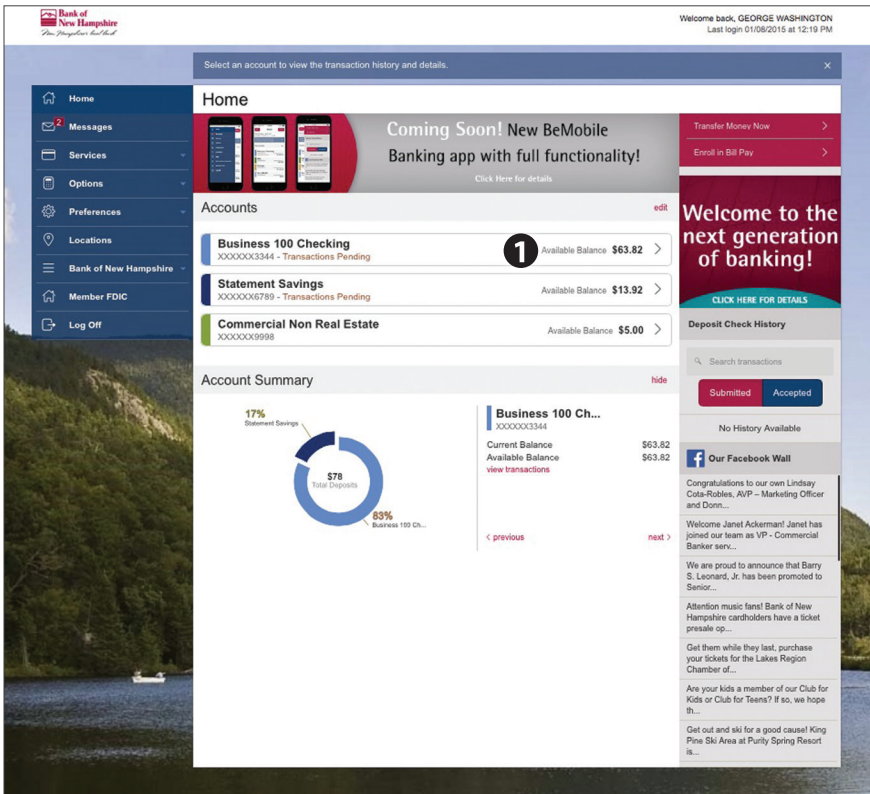
You need a secure access code each time you login to our Online Banking system. It is delivered to you via email, phone call, or SMS text. If you delete the security certificate or "cookie" that activates your computer for later use, or if you log in from a new computer, you will need another secure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

Should I register my device?

If this device is "private", you may want to register to have it recognized for future logins to save time. We do not recommend registering a public device.

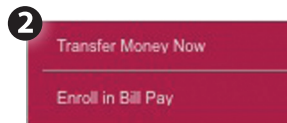
General Information - Home

The Home screen will give you an overview of all of your Online Banking accounts displayed in a comprehensive list with available balances. View account detail by clicking an account name.



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. Pending transactions are in red. Select **Show Filters** for 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 enroll in or access bill pay.



Additional Features - Messages

Our message center allows you to communicate securely with your financial institution. Check here for your alerts; bank replies to your inquiries and bank communications.

To View Your Messages:

The screenshot shows a message center interface. At the top, there is a banner for a 'SPECIAL INTRODUCTORY RATE FOR QUALIFYING MEMBERS' with rates of 1.25% APR for 6 months and 4.10% APR thereafter. To the right of the banner are promotional offers: 'EARN UP TO \$75' and 'REFER A FRIEND', both with 'ESL Free Checking' as a benefit. Below the banner is a list of messages on the left and a message preview on the right. The message list includes 'Notification: Updated Statement Delivery Preference' (dated 9/26/2014) and 'Security Alert Notification: Password Change' (dated 8/14/2014). The message preview shows a notification from 'Customer Service' dated 9/26/2014 at 4:35 PM, stating that statement delivery preferences have been updated for account XXXX1234 and that electronic statements will be used instead of printed ones.

Messages

Select All

Notification: Updated Statement Delivery Preference
Customer Service 9/26/2014

Security Alert Notification: Password Change
Customer Service 8/14/2014

Notification: Updated Statement Delivery Preference **New Conversation**

This message should never expire

Customer Service 9/26/2014 at 4:35 PM

This is notification that statement delivery preferences have been updated for the following account: Consumer Checking - XXXX1234

If you currently receive a printed statement, we will no longer print and mail a statement for this account. Instead, we will send an e-mail notification to all enrolled e-mail addresses for this account when the electronic statement is available each month. Electronic statements are available 24x7 via online.

Click on the **Messages** tab.

1. Messages are displayed at the left side of the screen.
2. You can delete or reply to a message in the upper right corner of the original message, or send a new message by selecting **New Conversation**.

Services - Funds Transfer

Online Banking enables you to transfer funds between accounts quickly and easily. Access all linked accounts for single or recurring transfers.

To Transfer Funds:

Transactions

Funds Transfer 1

FROM *

Consumer Checking XXXX1234 \$50,000.00

TO *

Savings XXXX2345 \$100,000.00

AMOUNT * 2

0.00 Make this a recurring transaction

Click on the **Funds Transfer** tab.

1. Select the accounts you wish to transfer funds **From** and **To** using the drop-down menus.
2. Enter the dollar amount to be transferred. For a one-time transfer, click **Submit Transfer**.

NOTE

You have the option to create a recurring transfer.

Services - 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 individual or recurring transactions, view debits/credits and the status, type, amount, account and date of your online activity.

Transactions

Activity Center

Search transactions Search Favorites Show Basic

Individual Transactions Recurring Transactions

Totals: Credits: [0] \$0.00 | Debits: [1] \$200.00

Status	Type/ID	Amount	Account	Date
Suspect	ACH Single Payment - Tracking ID: 23027	\$200.00	Consumer Checking ; XXXX1234	10/15/2014

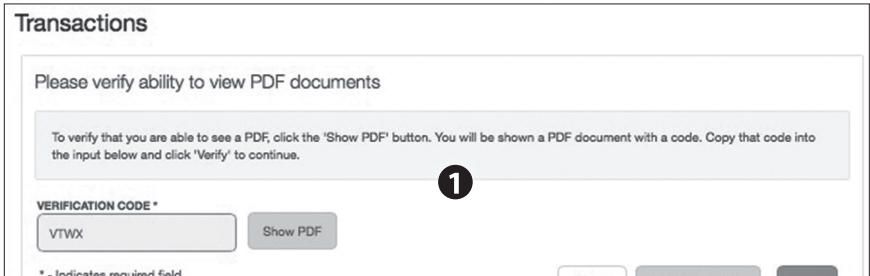
Click on the **Activity Center** tab.

1. You can choose to view Individual Transactions or Recurring Transactions by clicking on the corresponding tab. Click the + next to the transaction to view details.
2. Click **Show Basic/Advanced** for additional search options, click the triangle icon to expand search options.

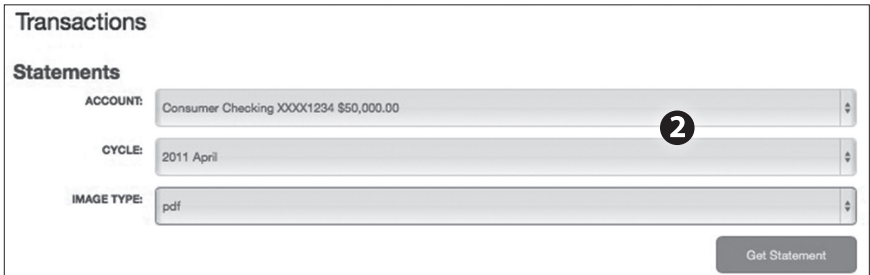
Services - Statements

The Statement feature is a great virtual filing system, saving paper and space in your home or office by allowing you to view and save your statements electronically. You can view an electronic statement in two easy steps.

To View Your Statements:



The screenshot shows a web interface titled "Transactions". Below the title is a message: "Please verify ability to view PDF documents". A grey box contains instructions: "To verify that you are able to see a PDF, click the 'Show PDF' button. You will be shown a PDF document with a code. Copy that code into the input below and click 'Verify' to continue." A circled number "1" is placed over the "Show PDF" button. Below this is a "VERIFICATION CODE *" label, a text input field containing "VTWX", and a "Show PDF" button. A small asterisk note at the bottom left reads "* - Indicates required field".



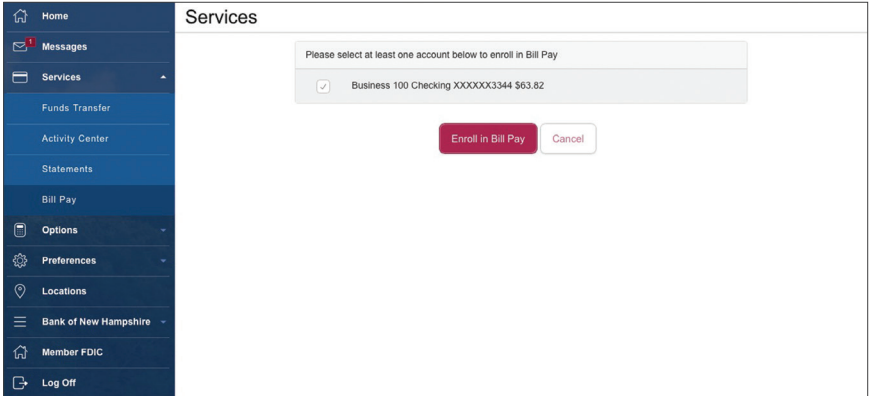
The screenshot shows the "Transactions" page with a "Statements" section. It features three drop-down menus: "ACCOUNT:" with the value "Consumer Checking XXXX1234 \$50,000.00", "CYCLE:" with the value "2011 April", and "IMAGE TYPE:" with the value "pdf". A circled number "2" is placed over the "ACCOUNT:" drop-down menu. At the bottom right is a "Get Statement" button.

Click on the **Statements** tab.

1. To verify that you are able to view a PDF on your computer or tablet, you will need to select the **Show PDF** button. A PDF will appear with a short code. Type that code into the Verification Code field, then click **Verify**.
2. Using the drop-down menus, select the **Account, Cycle** and **Image Type** for your eStatement, then click **Get Statement**.

Bill Pay Advanced - Enrollment

With the Bill Pay feature, you can receive and pay your bills 24 hours a day, 7 days a week wherever you have internet access. It's easy and you don't have to worry about your check getting lost in the mail and being late. To get started with Online Bill Pay, choose the account then click Enroll.

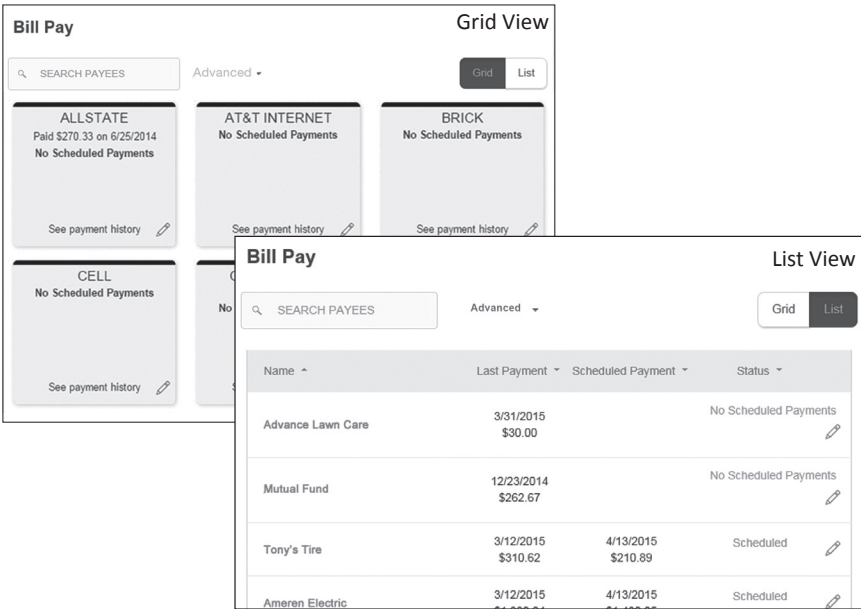


Bill Pay Express - Navigation

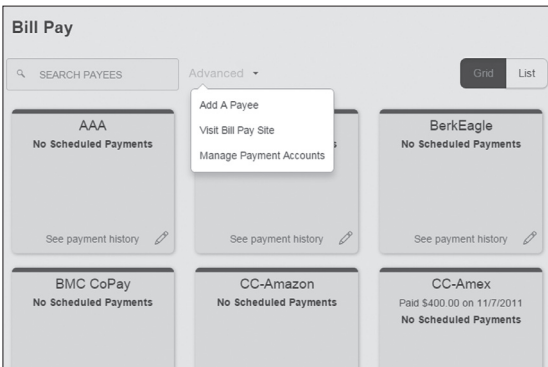
Bill Pay with Bank of New Hampshire is easy and convenient whether you are accessing your account from a computer or a smart device.

New Bill Pay Features

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



...or use "Advanced" to view the full function Bill Pay site.



Bill Pay Express - Add a Payee

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. With Automatic Payments there is no need to repeat the same transaction each month.

To Add a Payee

The image shows a screenshot of a web application interface for adding a payee. At the top, there is a 'Bill Pay' header with a search bar labeled 'SEARCH PAYEES' and an 'Advanced' dropdown menu. A callout box labeled '1' points to the 'Advanced' dropdown, which contains the options 'Add A Payee', 'Visit Bill Pay Site', and 'Manage Payment Accounts'. Below the search bar, there are three payee cards: 'AAA', 'BerkEagle', and 'CC-Amex'. Each card shows 'No Scheduled Payments' and a 'See payment history' link. The 'CC-Amex' card also shows a payment record: 'Paid \$400.00 on 11/7/2011'. In the foreground, a 'Transactions' window is open, displaying the 'Add Payee' form. The form fields are: NAME* (Megan Smith), PAYEE TYPE* (Individual), PAYEE NICKNAME (Megan), PAYMENT TYPE (Check), ADDRESS 1* (123 Main Street), ADDRESS 2, CITY* (Spring), STATE* (TX), ZIP* (77388), AREA CODE* (281), PHONE* (844-4521), EXT., and PAYEE ACCOUNT # (123456789). A callout box labeled '2' points to the 'PAYEE NICKNAME' field. At the bottom right of the form, there are 'Cancel' and 'Save' buttons, with a callout box labeled '2' pointing to the 'Save' button. A confirmation message box labeled '3' is displayed in the foreground, stating 'Bill Payee Created' and 'Your new Bill Payee has been successfully created.' with a 'Close' button.

From the **Bill Pay Express** tab, click the **Advanced** 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.

Bill Pay Express - Make a Payment

Once you set up your payees, it's easy to pay your bills quickly. Within Bill Pay Express, you will see all of the existing payees you have established so far. To pay a bill, simply click the payee and fill out the payment information below the name.

To Make a Payment

The screenshot shows the 'Bill Pay' section of the Transactions page. It features a search bar for payees and a grid of nine payee cards. Each card displays the payee name, a recent payment amount and date, and a 'No Scheduled Payments' status. A red circle with the number '1' highlights the 'BRICK' payee card.

Payee Name	Recent Payment	Scheduled Payments
ALLSTATE	Paid \$270.33 on 6/25/2014	No Scheduled Payments
AT&T INTERNET	No Scheduled Payments	No Scheduled Payments
BRICK	No Scheduled Payments	No Scheduled Payments
CELL	No Scheduled Payments	No Scheduled Payments
CENTERPOINT ENERGY	No Scheduled Payments	No Scheduled Payments
CHURCH	Paid \$10.00 on 7/2/2014	No Scheduled Payments
Dr Walter Pollo	Paid \$1.63 on 7/11/2014	No Scheduled Payments
DR. SIDDIQI	No Scheduled Payments	No Scheduled Payments
GAS BILL	No Scheduled Payments	No Scheduled Payments

From **Bill Pay Express**.

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.

The first screenshot shows the 'Bill Pay' form with the 'BRICK' payee selected. A red circle with the number '2' highlights the 'Select an account' field, which displays 'CHK Acct: *****3402 0016303402'. A red circle with the number '3' highlights the 'AMOUNT:' field, which is set to '\$0.00'. The 'DATE:' field is set to '03/26/2015'. The 'Send Payment' button is visible at the bottom.

The second screenshot shows the 'Select a date:' calendar interface. A red circle with the number '4' highlights the calendar, and a red circle with the number '5' highlights the 'Send Payment' button. The calendar shows the month of March 2015, with the 26th selected.

Bill Pay Express - Cancel Pending Transactions

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

To Cancel a Pending Transaction:

The screenshot displays the 'Bill Pay' interface. On the left, there is a search bar for payees and a table of transactions. The table has columns for Name, Last Payment, Scheduled Payment, and Status. A modal window titled 'Payment Scheduled' is overlaid on the table, showing a checkmark and details about a scheduled payment. On the right, a filter panel allows toggling between 'Pending' and 'Processed' transactions.

Name	Last Payment	Scheduled Payment	Status
[Redacted]	5/11/2015 \$200.00	6/12/2015 \$200.00	Scheduled
[Redacted]	5/19/2015 \$47.83	No Scheduled Payments	
[Redacted]	6/10/2015 \$87.37		
[Redacted]	5/19/2015 \$600.00		


Payment Scheduled

Your bill payment is scheduled.

To Payee: [Redacted]
Amount: \$1985.23
Delivery Method: Electronic Withdrawal, Standard
Electronic Payment to Payee
Process Date: 06/26/2015
Status: Scheduled

Buttons: Close, Cancel Payment

Within **Bill Pay Express**.

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 transaction, click the  icon.
4. A new screen will appear. Click Cancel Payment.

Bill Pay Express - Search Bill Pay

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

To Search Your Bill Pay History:

The image shows two screenshots of the Bill Pay Express interface. The top screenshot displays a search results page with a table of payees and a right-hand panel for transaction status. The bottom screenshot shows a detailed view of a payee's bill pay history.

Bill Pay

SEARCH PAYEES Advanced Grid List

Name	Last Payment	Scheduled Payment	Status
Alabama Farmers Federation		No Scheduled Payments	
Angie die		No Scheduled Payments	
Capital One Credit Cards		No Scheduled Payments	
Car Insurance	3/9/2015 \$356.86	No Scheduled Payments	
CC - Canceled			

SEARCH PAYMENTS

Pending Processed

- My current acco... \$50.00
Regular Payment 4/1/2015
- Old Navy \$15.00
Regular Payment 3/10/2015
- Car Insurance \$356.86
Regular Payment 3/9/2015
- My current acco... \$50.00
Regular Payment 2/27/2015

Services

Bill Pay Express

SEARCH PAYEES Advanced Grid List

Add A Payee Visit Bill Pay Site

American Express
Paid \$110.00 on 7/25/2008
No Scheduled Payments
See payment history

Bank of America
Paid \$10.00 on 9/5/2012
No Scheduled Payments
See payment history

BANKNORTH MORTGAGE GROUP
Paid \$1,400.00 on 6/22/2009
No Scheduled Payments
See payment history

Citi
No Scheduled Payments
See payment history

Citi Cards
No Scheduled Payments
See payment history

Dead River Company **Discover Platinum Card** **Disney Card**

SEARCH PAYMENTS

Pending Processed

- NHEC Electronic \$138.00 2/25/2015
- TIME WARNER ... Electronic \$216.33 2/25/2015
- TIME WARNER ... Electronic \$216.37 1/28/2015
- NHEC Electronic \$133.00 1/28/2015
- NHEC Electronic \$116.00 1/17/2014
- TIME WARNER ... Electronic \$216.36 1/22/2014
- NHEC Electronic \$118.00 1/22/2014
- TIME WARNER ... Electronic \$216.33 9/22/2014

Visit **Bill Pay Express**.

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. Click on **Advanced**, and then **Visit Bill Pay Site**, this will take you to the full-function, third party site where you can add, change, delete payees etc.

Advanced Bill Pay - Overview

What is more reassuring than being in control of your finances? Staying in control of your bills! With Bill Pay, you have the ability to stay on top of your monthly finances with utmost ease and turnkey efficiency. Free yourself from the hassle of writing checks and the clutter that comes with traditional ways of paying bills. Bill Pay makes a quick and easy alternative to paying your bills online.

The screenshot displays the Bill Pay interface with the following sections:

- Navigation:** Payments, Transfers, BillPay, Calendar, My Account, Help.
- User Info:** Welcome Web Demo | demoaccount@paymybills.com | Last login: 03:47 PM on 11/08/2013 | Log out, Messages (0), Livechat, View demo.
- Actions:** Add a Payee.
- Display Filters:** All | Shortcut | Last 30 days | Individuals only | Inactive | Hidden (0).
- Search:** Search your payees. Enter payee name or nickname: [Search].
- Pay To Table:**

Pay To	Pay from	Amount	Payment date	Actions
American Express ****3456 Electronic eBill due	Primary Chec...57676	\$	11/18/2013 Min Due: \$35.00 Deliver By: 11/20/2013 Stmt Bar: \$1,250.65	Rush Delivery Make it Recurring Add Comment File a Bill
Car Loan ****3467 Electronic	Primary Chec...57676	\$	11/18/2013 Deliver By: 11/20/2013	Rush Delivery Make it Recurring Add Comment
Cellular One ****5555 Electronic Last paid: \$75.00 on 11/08/2013 Set up eBill	Primary Chec...57676	\$	11/18/2013 Deliver By: 11/20/2013	Rush Delivery Make it Recurring Add Comment
Day Care ****3789 Check Last paid: \$500.00 on 11/15/2013	Primary Chec...57676	\$	11/18/2013 Deliver By: 11/21/2013	Rush Delivery Make it Recurring Add Comment
Lawn Service ****4321 Check	Primary Chec...57676	\$	11/18/2013 Deliver By: 11/21/2013	Rush Delivery Make it Recurring Add Comment
Mortgage ****2345 Electronic	Primary Chec...57676	\$	11/18/2013 Deliver By: 11/20/2013	Make it Recurring Add Comment
Office Depot ****7156 Electronic	Primary Chec...57676	\$	11/18/2013 Deliver By: 11/21/2013	Rush Delivery Make it Recurring Add Comment
Phone ****6666 Check Last paid: \$50.00 on 10/18/2013	Primary Chec...57676	\$	11/18/2013 Deliver By: 11/21/2013	Rush Delivery Make it Recurring Add Comment
Surv at College ****2345 Electronic	Primary Chec...57676	\$	11/18/2013 Deliver By: 11/20/2013	Make it Recurring Add Comment
- Totals:**

Hobby Account	\$0.00
Primary Checking	\$0.00
Secondary Checking	\$0.00
Payment Total	\$0.00
- Pending:** Processing in next 45 days.

Amer...	\$1,000.00	11/15	Edit
Fred ...	\$50.00	11/19	Edit
Red C...	\$500.00	11/19	Edit
Total:	\$1,550.00		
- History:** Processed in last 45 days.

Day Care	\$500.00	11/15	View
Chris ...	\$200.00	11/14	View
Mortgage	\$1,200.00	11/14	View
Cellu...	\$75.00	11/08	View
Phone	\$50.00	10/18	View
Sarah...	\$100.00	10/02	View
Total:	\$2,125.00		
- Footer:** View pending transactions | View history | Review | Submit payments

from **Bill Pay Express**, click the **Advanced** link, and then select, Visit **Bill Pay Site**

Click on the Payments 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.

Advanced Bill Pay - Add a Payee

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. Why must you pay by repeating the same scheduling process each month? With our quick payment option, you can remain confident that your bills can be paid in no time!

The screenshot shows the top navigation bar with 'Payments', 'Transfers', 'BillPay', 'Calendar', 'My Account', and 'Help'. Below the navigation is a welcome message and a 'Log out' link. A red circle with the number '1' highlights the '+ Add a Payee' button. Below this, there are filters for 'Display: All', 'Shortcut', 'Last 30 days', 'Individuals only', 'Inactive', and 'Hidden (0)'. A search bar is present with the text 'Search your payees' and 'Enter payee name or nickname'. Below the search bar is a table with columns: 'Pay To', 'Pay from', 'Amount', 'Payment date', and 'Actions'. The table lists three payees: American Express, Car Loan, and Cellular One. To the right of the table are sections for 'Pending' and 'History' payments.

The screenshot shows the 'Add a payee' form. The 'I need to:' section has three radio buttons: 'Pay a company' (selected), 'Pay an individual', and 'Pay a bank or credit union'. A red circle with the number '2' highlights this section. There are 'Back' and 'Next' buttons at the bottom right.

The screenshot shows the 'Add a payee' form. The 'Who are you trying to pay?' section has several input fields: 'Payee name', 'Account number', 'Verify account number', 'Phone number', and 'Zip code'. A red circle with the number '3' highlights the 'Payee name' field. There are 'Back' and 'Next' buttons at the bottom right.

The screenshot shows the 'Add a payee' form. The 'Need more information about ABC Company' section has several input fields: 'Payee name', 'Account number', 'Phone number', 'Account holder name', 'Address', 'City', 'State', 'Zip code', 'Nickname', 'Default pay from', and 'Category (optional)'. A red circle with the number '4' highlights the 'Next' button at the bottom right.

- 1 | Under the Payments menu, click the **Add a Payee** button.
- 2 | A new window will pop up. Select whether the payee is a company, individual or a bank or credit union, then click **Next**.
- 3 | Fill out the required information regarding the payee, then click **Next**.
- 4 | Enter the location information regarding your payee and click **Next**. Your payee has now been created and added to your payee list.

Advances Bill Pay - Make a Payment

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.

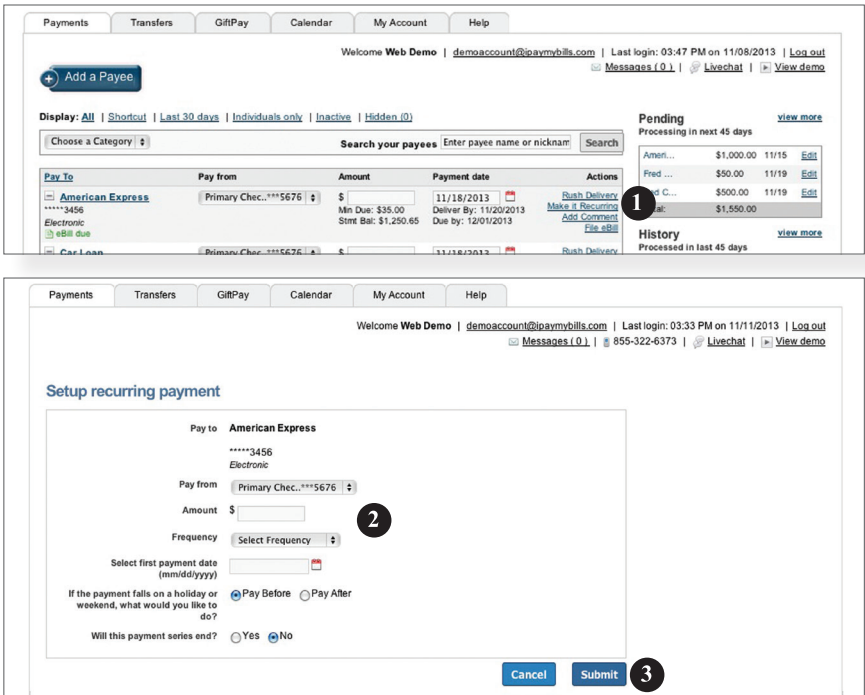
The screenshot shows the Advantics Bill Pay interface. At the top, there are navigation tabs: Payments, Transfers, GiftPay, Calendar, My Account, and Help. Below this is a welcome message and a search bar for payees. The main area is a table of payment entries. The table has columns for 'Pay To', 'Pay from', 'Amount', 'Payment date', and 'Actions'. A 'Pending' section shows transactions in progress, and a 'History' section shows past transactions. A 'Submit payments' button is at the bottom right, highlighted with a circled '4'.

Pay To	Pay from	Amount	Payment date	Actions
American Express ****3456 Electronic Last paid: \$181.00	Primary Chec...5676	\$	11/18/2013 Deliver By: 11/20/2013	Rush Delivery Make it Recurring Add Comment File a Bill
Car Loan ****8407 Electronic	Primary Chec...5676	\$	11/18/2013 Deliver By: 11/20/2013	Rush Delivery Make it Recurring Add Comment
Cellular One ****5555 Electronic Last paid: \$75.00 on 11/08/2013	Primary Chec...5676	\$	11/18/2013 Deliver By: 11/20/2013	Rush Delivery Make it Recurring Add Comment
Day Care ****789 Check Last paid: \$500.00 on 11/15/2013	Primary Chec...5676	\$	11/18/2013 Deliver By: 11/21/2013	Rush Delivery Make it Recurring Add Comment
Lawn Service ****4321 Check	Primary Chec...5676	\$	11/18/2013 Deliver By: 11/21/2013	Rush Delivery Make it Recurring Add Comment
Mortgage ****2345 Electronic	Primary Chec...5676	\$	11/18/2013 Deliver By: 11/20/2013	Make it Recurring Add Comment
Office Depot ****7156 Electronic	Primary Chec...5676	\$	11/18/2013 Deliver By: 11/20/2013	Rush Delivery Make it Recurring Add Comment
Phone ****9866 Check Last paid: \$50.00 on 10/18/2013	Primary Chec...5676	\$	11/18/2013 Deliver By: 11/21/2013	Rush Delivery Make it Recurring Add Comment
Suzy at College ****2345 Electronic	Primary Chec...5676	\$	11/18/2013 Deliver By: 11/20/2013	Make it Recurring Add Comment
Totals				
Hobby Account		\$0.00		
Primary Checking		\$0.00		
Secondary Checking		\$0.00		
Payment Total		\$0.00		

- 1 | Find the payee you want to pay and, using the drop-down menu, select which account you wish to pay from.
- 2 | Type in the **Amount** to be paid.
- 3 | Using the handy calendar icon beside the blank space, choose the date you want to pay this payee.
- 4 | When finished, click **Submit payments**.

Advanced Bill Pay - Recurring 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 from having to remember to make future payments.



- 1 | Click on the Payments tab and find the payee you wish to set up recurring payments for. Choose the **Make it Recurring** link.
- 2 | A new window will pop up. Choose the **Pay from** account, along with the **Amount**, **Frequency**, payment date and other payment preferences.
- 3 | Click **Submit**, when finished.

Advanced Bill Pay - Edit / Cancel Payments

Even after you have set up a payment, you have the ability to change 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.

The first screenshot shows a user interface with a navigation bar (Payments, Transfers, QRPay, Calendar, My Account, Help) and a search bar. A list of payees is displayed, with 'American Express' selected. A red circle with the number '1' highlights the selection. The second screenshot shows the 'Payee details for American Express' page, including eBills and Reminders sections. A red circle with the number '2' highlights the 'Edit' link in the 'Additional actions' column. The third screenshot shows the 'Edit payment' form for American Express, with fields for 'Pay from', 'Amount', and 'Payment Date'. A red circle with the number '3' highlights the 'Submit' button.

- 1 | To edit or cancel a payment, you first need to view the payee's details. To do this simply find the payee within your list of payees and click on the name.
- 2 | A new window will appear revealing the details for the payee. Click the **Edit** link towards the bottom of the window.
- 3 | 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**. If you wish to delete the payment, click the **Cancel** button.

Advanced Bill Pay - Categories

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

The screenshots illustrate the following steps:

1. In the 'My account' section, click on the **Payee categories** link.
2. In the 'Add payee category' form, enter the category name (e.g., 'Loans') and click **Submit**.
3. A confirmation message 'Category successfully added' appears on the right side of the screen.
4. The new category is listed in the 'Payee categories' table with an **Edit** link next to it.

- 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.
- 4 | If you need to edit your category, simply click the **Edit** link next to the category name.

Advanced Bill Pay - History

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

The screenshot shows the 'History' page of a bill pay system. At the top, there are navigation tabs: Payments, Transfers, BillPay, Calendar, My Account, and Help. Below these is a user welcome message: 'Welcome Web Demo | demoaccount@mybills.com | Last login: 03:47 PM on 11/08/2013 | Log out'. There are also links for 'Messages (0)', 'Livechat', and 'View demo'.

The 'History' section has a sub-header with a circled '3' and options: 'Display: All | Last 30 days | Last 60 days | Last 90 days | Print | View in Excel'. Below this is a search filter area with a circled '1' and a 'Search' button. The filter area includes: 'Choose a Category', 'Choose a Payee', 'Status', and 'Date range MM/DD/YYYY to MM/DD/YYYY'.

The main table displays bill history with columns: Pay To, Pay From, Amount, Process date, Deliver by date, and a circled '2' for 'Additional Items'. The table contains five rows of data:

Pay To	Pay From	Amount	Process date	Deliver by date	Additional Items
Cellular One *****5555	Hobby Account **1753	\$75.00	11/8/2013	11/13/2013	Conf: #17 Frequency: One time Delivery: Standard Status: Paid Details: View
Christmas Account *2345	Primary Checking ****5676	\$200.00	11/14/2013	11/18/2013	Conf: #8 Frequency: One time Delivery: Standard Status: Processed Details: View
Day Care ****6789	Primary Checking ****5676	\$500.00	11/15/2013	11/18/2013	Conf: #13 Check Number: 12 Frequency: One time Delivery: NextBusinessDay Status: Paid Details: View
Mortgage *2345	Hobby Account **1753	\$1200.00	11/14/2013	11/18/2013	Conf: #24 Frequency: One time Delivery: Standard Status: Processed Details: View
Phone *****6666	Hobby Account **1753	\$50.00	10/18/2013	10/23/2013	Conf: #25 Check Number: 12 Frequency: One time Delivery: Standard Status: Paid Details: View

At the bottom left of the table area is a link: 'View pending transactions'. At the bottom right is a blue button: 'Return to payments'.

- 1 | Narrow down your search using the provided drop-down menus and options.
- 2 | Click the **Search** button to see your results.
- 3 | To print the search results for your records, click here.

Options - Stop Payment

With Online Banking, 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.

To Initiate a Stop Payment Request :

Services

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

REQUEST TYPE	Are you requesting to stop payment on one or multiple checks?
ACCOUNT	Single Check
	Multiple Checks

make a stop payment request based on known payment information.

Enter the check amount

\$ 500.00

1	2	3
4	5	6
7	8	9
Delete	0	Save

make a stop payment request based on known payment information.

Enter the date of the check

October 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

make a stop payment request based on known payment information.

Enter a brief note to include with this request

For services rendered

Set

* - Indicates required field

Send Request Back

Click on the **Stop Payment** tab.

1. Select request type; single or multiple checks.
2. Select an account, check number, as well as other requested information.
3. Click **Send Request**.

Options - Check Reorder

With Online Banking, you can conveniently reorder checks online.

NOTE

If you notice you are missing checks, please contact us as quickly as possible so that we can take proper precautions to safeguard against identity theft and fraud.

To Reorder Checks:

The screenshot displays the online banking interface for reordering checks. On the left is a navigation sidebar with options: Home, Messages, Services, Options, Stop Payment, Check Reorder, Real-Time Alerts, Transaction Alerts, External Accounts, BNH P2P Transfer, Open New Account, Enroll Mobile Deposit, Preferences, Locations, Bank of New Hampshire, Member FDIC, and Log Off. The main content area is titled 'Options' and 'Reorder Checks'. It prompts the user to 'Please choose an account to reorder checks.' and shows a dropdown menu with the selected account: 'BUSINESS 100 CHECKING XXXXXX344 \$63.82'. A second screenshot shows the vendor's website, 'CHECKS', featuring a '100% SATISFACTION GUARANTEED!' banner, a list of check types (Software Compatible, Quotations, Personalized, Disney, etc.), and contact information: 'CLICK TO ORDER BUSINESS CHECKS OR CALL US AT 800-328-0304' and 'CLICK TO ORDER PERSONAL CHECKS OR CALL US AT 677-638-5287'. A '90' anniversary logo is also visible.

Click on the **Check Reorder** tab.

1. Select the account you want to reorder checks for.
2. You will be re-directed to our check vendor's website to complete your order.

Options - Real-Time Alerts

Real-time Alerts allow you to establish a Balance Alert, Deposit Alert or Transaction Threshold Alert.

The screenshot shows the 'Real-Time Alerts' page in an online banking application. On the left is a blue navigation menu with options: Home, Messages, Services, Options, Stop Payment, Check Reorder, Real-Time Alerts (highlighted), Transaction Alerts, External Accounts, BNH P2P Transfer, Open New Account, Enroll Mobile Deposit, Preferences, Locations, Bank of New Hamps..., Member FDIC, and Log Off. The main content area is titled 'Real-Time Alerts' and includes a sub-header: 'Please complete the information below to establish a Balance Alert, Deposit Alert, or Transaction Threshold Alert. Submitting this request will supersede any existing alerts in these categories.' The form contains the following sections: 1. ACCOUNT NUMBER: A text input field with a circled '1' next to it. 2. Account Type: Radio buttons for CHECKING and SAVINGS. 3. Request Type: Radio buttons for NEW, CHANGE, and DELETE. 4. Desired Alert - Please Choose One: Three radio button options: BALANCE ALERT (with sub-option 'NOTIFY ME WHEN MY BALANCE FALLS BELOW' and a text input), TRANSACTION THRESHOLD ALERT (with sub-option 'NOTIFY ME WHEN A TRANSACTION EXCEEDS' and a text input), and DEPOSIT ALERT (NOTIFY ME WHEN A DEPOSIT HAS BEEN MADE ON MY ACCOUNT). 5. Alert Delivery: Radio buttons for EMAIL (with 'ENTER EMAIL ADDRESS' and a text input) and SMS TEXT (with 'ENTER SMS ADDRESS' and a text input). A 'CELL PHONE CARRIER' field contains the example text '(Example - Verizon Wireless: 6031234567@vtext.co)'. 6. A disclaimer: 'By clicking "Submit", I understand that this request will supersede any existing alert for the above account number and alert type. Please allow one business day for this request to be completed.' 7. A red 'Submit' button at the bottom right.

From the menu in Online Banking, select **Real-time Alerts**.

1. Specify the account, type of alert and alert delivery you wish to use, then click **Submit**.

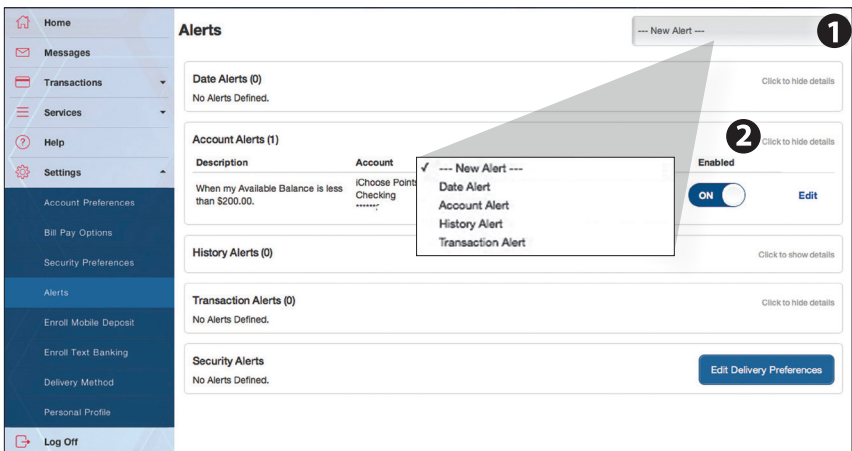
Options - Transactions Alerts

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 and delivery options to receive that alert. The alert sent to your delivery preference will contain minimal information and refer you to your Online Banking account for full details. You may view your alerts in Messages. Delivery preferences include:

- Secure Message within Online Banking
- Phone Number
- SMS text message number
- Email to an address you specify

All alerts will automatically be sent to your Online Banking account via Secure Messages, regardless of the additional delivery preferences you have established. You can edit specific Date, Account, History, and Transaction alert preferences from within Settings > Alerts.

To Set Up Alerts:



From the menu in Online Banking, select **Settings > Alerts**.

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

Options - External Accounts

In order to transfer funds to/from an account outside the financial institution, you must first enroll the new external account. This will ensure the ability to make fund transfers to and from 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.



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 (1 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: Account Type:

From the menu select **External Accounts**.

1. To begin adding an external account, enter the **Account Number** and the financial institution's **Routing Number** in the spaces provided. For reference, these numbers can be located towards the bottom of a paper check. Next, from the drop-down menu, choose the **Account Type**.
2. Click **Continue**. You should then receive two micro deposits in the external account to show the process has been initialized. Once you receive the amounts of your micro deposits, go to the Verify Your Account section to enter the amounts and activate your external account.

Options - BNH P2P Transfer

With the Person-to-Person Transfer feature, you can send money to any Online Banking user at this financial institution. 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.

Person To Person Transfer

You can choose to make a single transfer to another account holder or link another account holder's account (for deposit purposes only) to your online login. If you plan to make more than one transfer to the other account holder, or if you need to create a recurring or future-dated transfer, linking the account is required.

1

Single Transfer Link Account

Transfer Funds To Another Account

Make a one-time transfer to another customer's account.

Enter Your Account Information

FROM ACCOUNT * **2**

Business Checking: \$460.01

AMOUNT * DESCRIPTION

0.00

Enter Recipient Customer Account Information

RECIPIENT EMAIL ADDRESS * **3** LAST 4 DIGITS OF ACCOUNT # * **4**

* - Indicates required field

Back Submit

Link An Account

Link another customer's account (deposit only) to your online login. Enter Recipient Customer Account Information. This data is to link a target account to be used in Funds Transfer under the Transaction tab.

RECIPIENT EMAIL ADDRESS * LAST 4 DIGITS OF ACCOUNT # * **5**

* - Indicates required field


Back Submit

Click on the **BNH P2P Transfer** tab.

1. Choose whether you will be making a One Time or Single Transfer or whether you would like to link the account to your Online Banking.
2. For a Single Transfer, use the dropdown to choose the account you wish to withdraw funds from.
3. Enter the information for the the person you wish to receive the funds.
4. If you wish to include a description to go with your transfer do so in the provided box, then click **Submit**.
5. If you would like to link this account for future use. Click **Link Account**. This information will be used in **Funds Transfer** under the **Transaction** tab.

Options - Open New Account

You can open a new account easily and securely by using our online application. Simply clicking Open New Account under the Online Banking menu to get started.

FAQ | Contact Info

1. ACCOUNT SIGN UP

- Account Selection
- Account Options
- Account Disclosures and Agreements
- Applicant Information
- Final Look
- Account Approval

2. ACCOUNT FUNDING

- Funding Selection
- Payment Information
- Deposit Information

3. COMPLETE

Welcome!

Welcome, and thank you for choosing Bank of New Hampshire for your financial needs. Please note that if you are not currently a Bank of New Hampshire customer, you must reside in New Hampshire, you must be at least 18 years of age, and you must be a U.S. citizen or U.S. resident alien to open your account with us online.

This process will take about 10 minutes. Your progress can be tracked in the navigation bar on the left side of your screen. Where you currently are in the application process will be highlighted. The progress bar currently indicates that you are in "Account Sign Up." When you have finished a step, a check mark will appear.

You will need to refer to several things during this process:

- U.S. Social Security number
- A valid form of identification including: Driver's license, State ID, Military ID or Passport
- Previous home address (if you have lived at your current home address less than two years)
- Credit or debit card or U.S. checking or savings account to fund your new account(s)

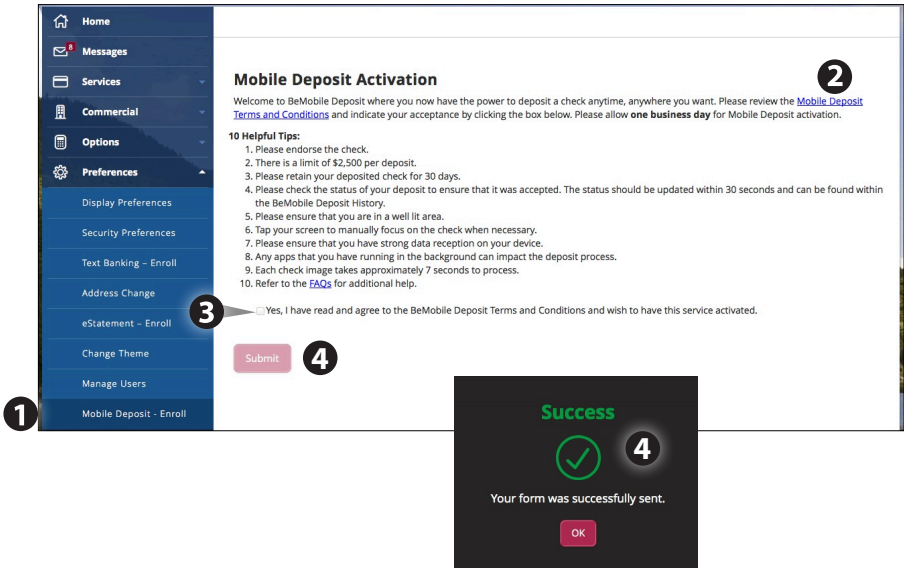
During the application process, you will be required to save and print various documents.

For your protection, your application session will automatically time out if there is no activity for 30 minutes. All information will be lost if this occurs.

Select the **Continue** button once you are ready to begin.

Continue ▶

Options - Enroll Mobile Deposit



1. Under Preferences, Select **Mobile Deposit Enrollment**
2. Click the “Mobile Deposit Terms and Conditions” link and review the terms.
3. Click the Checkbox indicating your acceptance of the terms.
4. Click **submit**. You will see a confirmation screen if you have completed the form correctly.
5. Once your information has been reviewed by the bank you will receive an email indicating that the mobile banking service is turned on. At this time, you can log into the app on your smart phone and find **Deposit Check** under **Services**.

Options - Remote Check Deposit

With our Mobile App on your Android or iOS device, you can deposit checks into your Online Banking account by simply snapping a photo of a paper check.

NOTE

This feature is only available when using our mobile app on your mobile device.



1. Choose the account where you wish to make a deposit.
2. Enter the amount, then click **Save**.
3. Click the **Capture Image** button.
4. Verify that the front and back images show all four corners of the check and are legible.
5. Make sure the endorsement on the back of the check is on the left side of the image.

Preferences - Display Preferences

In Display Preferences, you can assign a nickname and viewing preferences for your Online and Text Banking accounts. Toggle to the Text button for Text Banking account preferences. To view an account in Text Banking, check "enabled". Customize a four character account nickname to display and choose the order preference for viewing.

The screenshot shows a mobile application interface with a blue sidebar on the left containing navigation options: Home, Messages, Transactions, Commercial, Branches, News, Services, Settings, Profile, Account Preferences, Security Preferences, Alerts, Text Enrollment, Mobile Authorizations, Address Change, Statement Delivery, Themes, Help, and Log Off. The main content area is titled 'Settings' and 'Account Preferences'. At the top right, there are two toggle buttons: 'Online' (selected) and 'Text'. Below this, a note says 'Enter a display name to be shown for each account.' The account list includes:

- Regular Checking** (XXXX1234): DISPLAY NAME: Company Corp. Main Checking, ORDER: 1
- Regular Checking** (XXXX5678): DISPLAY NAME: Company Corp. Expense, ORDER: 3
- Regular Checking** (XXXX9789): DISPLAY NAME: Company Corp. Secondary Checking, ORDER: 2
- Regular Savings** (XXXX0345): DISPLAY NAME: Display Name, ORDER: 0
- IRA** (XXXX3456): DISPLAY NAME: Display Name, ORDER: 0

Preferences - Security Preferences

In Security Preferences, you can change your password, Login ID and update contact options for delivery of your secure access code.

To Set Up or Change Your Security Preferences:

Click on the **Security Preferences** tab.

Change Password:

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

The screenshot shows the 'Security Preferences' interface with the 'Change Password' tab selected. It features three input fields: 'OLD PASSWORD *', 'NEW PASSWORD *', and 'CONFIRM NEW PASSWORD *'. The 'NEW PASSWORD' field has a note: 'The New Password and Confirm New Password fields must match. Password must be at least 5 characters long. Password can be no more than 20 characters long.' A 'Change Password' button is located at the bottom right. A legend at the bottom left states '* - Indicates required field'.

The screenshot shows the 'Security Preferences' interface with the 'Secure Delivery' tab selected. It is titled 'Secure Delivery Contact Information' and includes the instruction: 'Enter your preferred e-mail and/or phone contact information below. This contact information will be used for Secure Access Code delivery.' There are two entries for 'E-MAIL': one with 'bdemo@email.com' and another with 'psai@mccompany.com'. Each entry has 'Edit' and 'Delete' buttons. At the bottom, there are three buttons: 'New E-mail Address', 'New Phone Number', and 'New DMG Text Number'. A legend at the bottom left states '* - Indicates required field'.

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.

Preferences - Text Banking Enroll

Once enrolled in Text Banking, you can check balances, review account history and transfer funds from your Online Banking account using your text enabled device. To enroll, click **Text Enrollment** under the Preferences menu.

To Enroll in Text Banking :

Text Enrollment

ON 1

Opt out and disable text banking.

SMS TEXT NUMBER * 2

Agree To Terms * 3

Msg & Data rates may apply. Text HELP to 226563 for help. Text STOP to 226563 to cancel. Receive 1 message per query.

[Terms and Conditions](#)

[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 Q2eBanking Text Banking, provided by Q2eBanking. Q2eBanking Text Banking works with: Alltel, AT&T, Boost Mobile, Cincinnati Bell, Sprint PCS, T-Mobile, U.S. Cellular, Virgin Mobile USA, and Verizon Wireless but is not compatible with all handsets. Receive banking account alerts. Receive 1 message per query. **Msg & Data rates may apply.** 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 anytime. For support, visit support@q2software.com call 512.275.0072. 4

* Indicates required field

Click **Text Banking** under preferences.

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.
5. To enable your account to be viewed in Text Banking, visit Display Preferences under the Preferences menu. Check **enabled**, customize a four character account nickname to display and choose the order preference for viewing.

Text Command Options To 226563 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)

Preferences - Address Change

It is important to maintain current contact information on your account. You can access this Address Change form under the Settings menu. To update your secure access code delivery information click on Security Preferences under the Preferences menu and choose the Secure Delivery tab.

To Change Your Address:

Address Change

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

ADDRESS 1 *
13813 Barnett Office Dr.

ADDRESS 2
#206 **1**

CITY *
St. Louis

STATE *
Missouri

ZIP *
63011

COUNTRY *
United States

HOME PHONE *
6363942118

WORK PHONE *
6363942118

CELL PHONE
Cell Phone

Select an account

Select All Clear All

CONSUMER CHECKING - XXXX1234

COMMERCIAL CHECKING - XXXX5678

COMMERCIAL LOAN - XXXX6789

SAVINGS - XXXX2345

CERTIFICATE OF DEPOSIT - XXXX3456

COMMERCIAL LOAN - XXXX7890

CREDIT CARD - XXXX8901

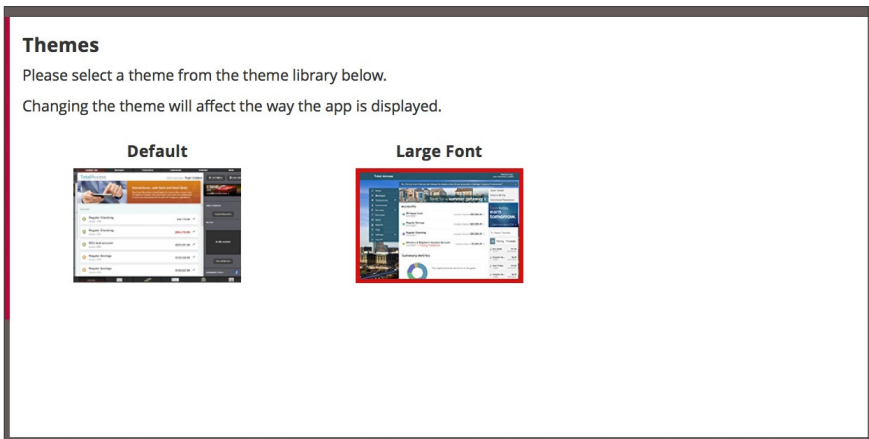
At least one account must be selected.

1. Click **Address Change** under Preferences.
2. Update your contact information and click **Submit**.

Preferences - Change Theme

Our online banking system offers a few different looks, a combination of fonts, colors and menus, that we call “themes”.

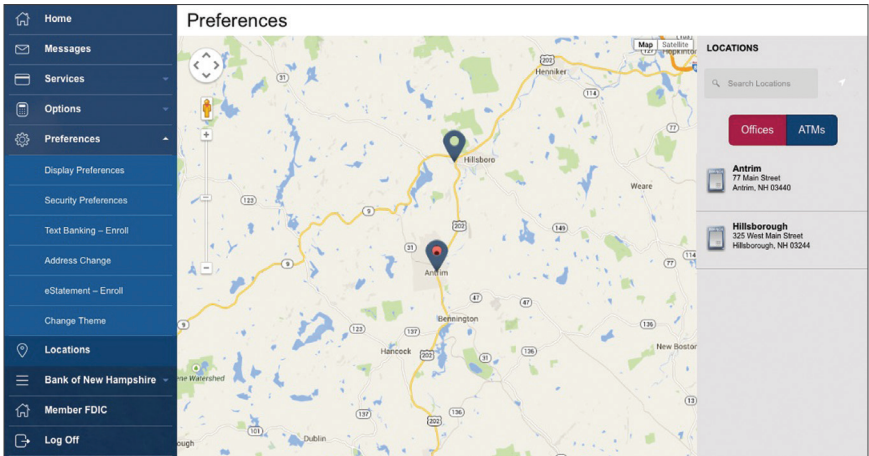
When you change your theme, that theme will be displayed within both, online and mobile banking.



1. Click **Change Theme** under the **Preference** menu.
2. Simply click the theme you would like to see and it will automatically display.

Locations

Finding an office or ATM location couldn't be easier. Simply click Locations from the menu to begin. Clicking the office will display the hours of operation for the specific office and will give you the option to "Get Directions." To see ATM locations only, click the ATMs tab



WE NH

Stop by any of our 21 banking offices, visit us online at BankNH.com or speak with a customer service representative by dialing 1.800.832.0912.



BankNH.com
1.800.832.0912

Member FDIC 
EQUAL HOUSING
LENDER