

CNB Messenger Information

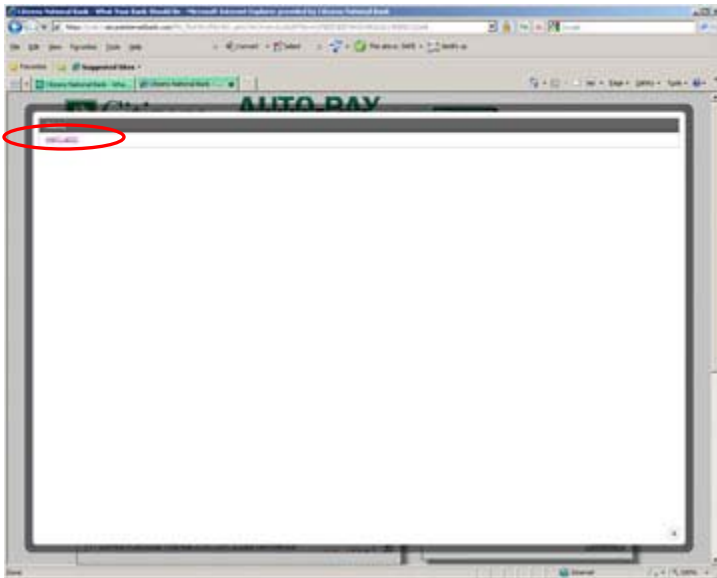
You must be logged into Online Banking to access CNB Messenger and setup email alerts. If you're not currently enrolled in Online Banking, [click here](#) to learn how.

The screenshot displays the Citizens National Bank online banking interface. At the top, there is a navigation bar with the bank's logo and a "CNB Bill Payment" banner. Below the navigation bar, a welcome message reads: "Welcome CUSTOMER NAME, you have (0) Alerts." The number "0" is circled in red. The main content area is divided into several sections:

- Account List:** A table showing account details for "Discover (1)".
- Today's Transactions:** A section for "May 23, 2011" showing a transaction from "CNB checking" to "POB PURCHASE BUS BY AYS REST *CHG TRAP ACQUITA ON BOB BY AYS REST" for an amount of \$64.00.
- Express Transfer:** A form for transferring funds from "CNB checking" to "muti savings" on "05/23/2011".
- CNB Bill Payment - Quick Pay:** A section for making bill payments, including fields for "Pay Bill", "Pay Date", and "Pay From".
- Search Transactions:** A section for searching transactions, with fields for "Account", "Search", "From", and "Thru".

At the bottom of the page, there is a "CNB Bill Payment" banner with the text: "Sign up today by clicking the CNB Bill Payment tab at the top of your checking account summary page."

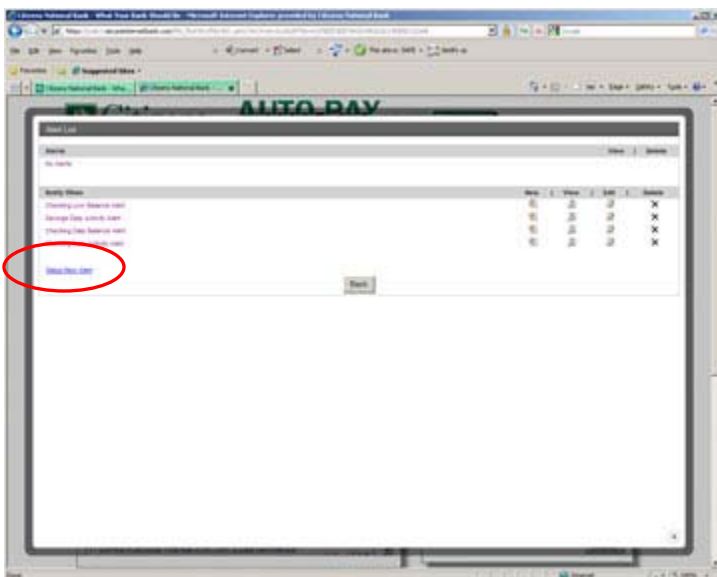
A Welcome message appears stating you have (0) Alerts. Click the number "0" to have the Messenger Center window open.



Click “Alert List (0)”.

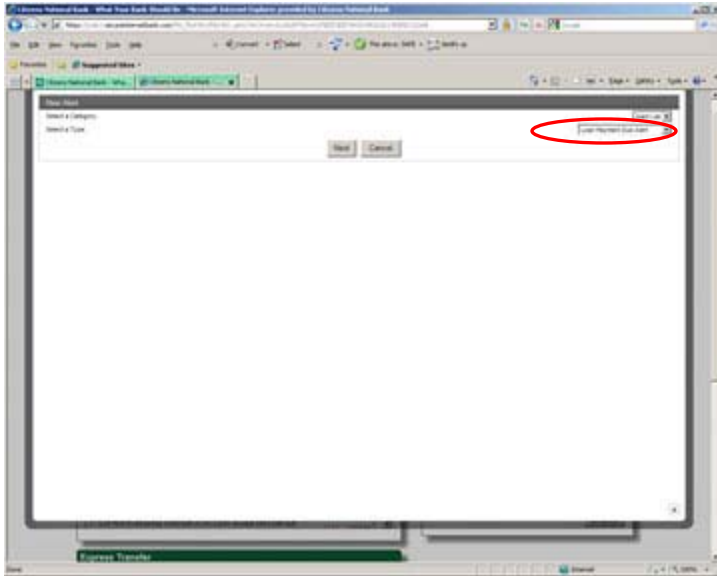
There are three sections in the Message Center:

- Alerts– view all current alerts posted from the bank. These may be informational or to make you aware of special offers. Click View beside each one to see the entire message.
- Notify When – This lists the messages your currently enrolled to receive. You may View, Edit your criteria for receiving them, or Delete them here.
- Setup New Alert – Click this link to set up any new alerts you’d like to begin receiving.



New Alert Setup

To set up new alerts, you will need to Select a Category: Alert List. Then Select a Type. The dropdown menu lists all the alerts available. Highlight which alert you'd like to setup and click "Next."



- Select which account you'd like to be alerted about.
- The minimum "Check Every" frequency for events, such as the Checking Low Balance Alert, is 20 minutes.
- For each alert you setup, you will need to designate the email address you'd like it sent to. If the default email address is no longer valid, please contact the bank to change it.
- To complete the setup, click the Finish button.
- You'll receive a Confirmation of the alert you set up. Click Done.

Frequently Asked Questions

I would like to set up these alerts, are there any fees associated with this service?

CNB Messenger alert notification is a free service for our Online Banking customers.

I would like to use my text email address to receive my alerts on my phone, is this possible?

We do not recommend using text addresses to receive the email alerts via text messaging. Depending on your phone carrier, messages may be too lengthy to receive as a text, which may result in not being notified at all when your event is fulfilled. We hope to offer text alerts at a later time. Standard text messaging fees from your wireless carrier still apply.

After viewing my existing alerts in Online Banking, I tried to go back to my Online Banking home screen, but I received an error and my Online Banking session ended. What did I do?

Most likely, you clicked on your browser's Back button, which caused the error. Do not, at any time, in your Online Banking session use the back button instead click on the X in the bottom right of your screen.

I am an Online for Business customer, how can I set up these alerts?

This service is not currently available to Online For Business customers, but will be coming soon.

I haven't been receiving my alerts. What should I do?

First, view the alert to ensure its being delivered to the correct email address. The email address that we set up your Online Banking with will default in every time an alert is set up. If the default email address is no longer valid, please contact us to change it. However, you can edit it in the alert. Otherwise, if after looking at the setup and everything looks correct, please call the bank, 419-358-8040 or toll-free 1-800-448-0025, for further research.

Why is there a one day delay in the activity for the Daily Activity Alerts?

The Daily Activity Alerts notify you only when items have posted to your account, generally the next business day. For example, if you receive Direct Deposit into your account on Friday, you will not be notified of your deposit until Monday because it won't have actually posted to your account until Friday night's update, even though the money is available for withdrawal.

Will my alerts automatically reoccur?

Yes. All alerts, except for the Check Cleared Alert, are reoccurring. They will continue to be in effect until deleted.