

# Account Alerts

## Setup Guide and Frequently Asked Questions

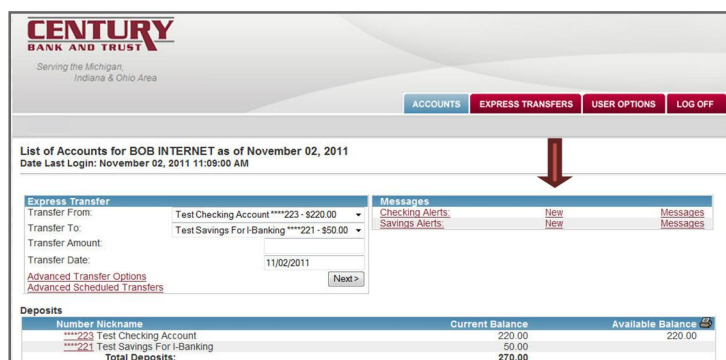
**Need to know when you have a low balance? Stay informed about important activity in your checking or savings account(s) with free Online Banking Account Alerts. They can be delivered to you via e-mail. A text message is also available for a low balance alert.**

### Benefit

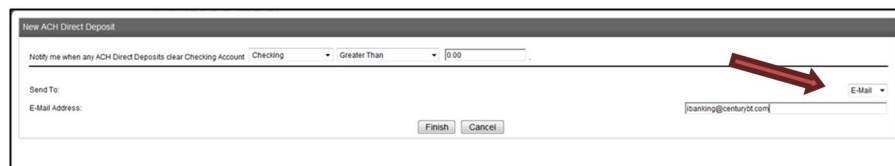
- Flexibility with more immediate notification for balance related situations
- Reduces the frequency of telephone banking & Online Banking inquiries
- Help prevent fraud or suspicious transactions

### Getting Started

- Sign into Online Banking
- Within the Messages section, click “New”



- A new window will open.
  - 1) Select your Category:
    - “Checking Account Alerts”
    - “Savings Account Alerts”
  - 2) Select your Type:
    - Low Balance Alert
    - Debit Card Transaction
    - Check(s) Cleared
    - All Checking Deposits
    - ACH Direct Deposit
    - ACH Direct Payment
    - TXT MSG: Low Balance
  - 3) Click Next
  - 4) Define your Alert criteria and choose the drop down box to select e-mail in the “Send To” option
  - 5) Click Finish



- You will receive a confirmation that your alert has been created. It's that simple!

### When will I receive my first alert?

Your first alert will be triggered when activity on your account meets your established alert criteria.



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Representatives available Monday-Thursday 8:30AM-4:45PM and Friday 8:30AM-5PM

# Frequently Asked Questions

## How do I set up an Account Alert?

You must be enrolled in Online Banking to utilize Account Alerts. To set up an alert, login to Online Banking and within the Messages section, click "New." Choose the alert you wish to set up and follow the prompts to activate.

## How do I set up an alert to go to my cell phone or mobile device?

Currently, we offer one alert designed for text messaging– TXT MSG: Low Balance. Set up the text message alert the same way as a standard e-mail alert with the exception of the delivery e-mail address. We have abbreviated the message content to accommodate the standard text message length of 160 characters. To create a text alert, in the e-mail address field, enter your 10 digit phone number without dashes followed by your wireless carrier provider's e-mail address:

Alltel: xxxxxxxxxx@message.alltel.com  
AT&T: xxxxxxxxxx@txt.att.net  
Boost Mobile: xxxxxxxxxx@myboostmobile.com  
Nextel: xxxxxxxxxx@messaging.nextel.com  
Sprint: xxxxxxxxxx@messaging.sprintpcs.com  
T-Mobile: xxxxxxxxxx@tmomail.net  
Virgin Mobile: xxxxxxxxxx@vmobi.com  
Verizon: xxxxxxxxxx@vtext.com

Please keep in mind the ability to receive text messages is dependent on your carrier, service package and phone features. Please check with your provider if you are unsure of your service package features.

## How do I delete an Account Alert?

To delete an Account Alert, login to Online Banking and click on the type of alert you would like to delete. Then choose the "x" next to the alert to be deleted.

## Can I change an Account Alert?

To change an Account Alert, login to Online Banking and click on the type of alert you would like to change. Then choose the "edit" icon next to the alert to be changed.

## I want my Account Alert to be delivered to a different e-mail address than my Online Banking information. Is this possible?

Yes. The Alert will default to the e-mail address currently on file. If you want to use a different e-mail, simply type over the e-mail address displayed during the setup process. Note: If your e-mail address has changed, please notify us via e-mail at [ibanking@centurybt.com](mailto:ibanking@centurybt.com) so your most current e-mail address is on file.

## Why wasn't my Account Alert delivered?

Please review the following checklist to help identify the solution:

- Account Alerts are e-mailed when the selected activity clears the corresponding account. Please verify the selected activity has cleared your account.
- Has your e-mail address changed? Review the Alert information to ensure your correct e-mail address is on file.
- Have you made any changes to the Alert recently? Review the Alert to ensure your Alert looks correct.
- Please check your SPAM folder within your e-mail. If you find the alert in your SPAM folder, please add [AccountAlert@centurybt.com](mailto:AccountAlert@centurybt.com) to your safe senders list.
- Is your e-mail box full? If so, your Account Alert may not be delivered.

If you continue to have questions about the delivery of your Account Alerts, please contact us at [ibanking@centurybt.com](mailto:ibanking@centurybt.com) or via phone at (517) 278-1504 or Toll Free (866) 680-2265.

## Can I set up more than one Account Alert per account?

Yes, simply setup each Account Alert individually.

## Are Account Alerts secure?

Yes. Your full account number or other identifying or sensitive information is never transmitted in an Account Alert. In addition, we will never ask you to reply to an Account Alert with your personal or account information.

## Can I receive alerts at more than one e-mail address?

Yes, Simply setup each additional alert with the other e-mail addresses.



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