Guide to the new online and mobile banking platform for existing users

INTRUST *Bank* ®

What to expect with the new INTRUST Personal Online and Mobile Banking platform.

Personal Online and Mobile Banking has been upgraded to a more modern platform with a seamless experience across devices and includes new features, such as a customizable dashboard.

For current users who haven't logged in for the first time, please follow the instructions included in the guide. Then, read on to review features.

Logging in for the first time

If you are a current user who has not logged into the new platform yet, follow these steps **online** or through the **INTRUST Bank app**.

From your desktop, **visit intrustbank.com**.

We recommend a modern web browser such as Google Chrome, Mozilla Firefox, Microsoft Edge or Apple Safari.

• Click the blue **LOGIN** button in the top right corner.

• Enter your Username (previously referred to as User ID) in the Username field and click **LOG IN**.

You can also log in for the first time through our **mobile banking app**.

• If you have the old INTRUST mobile app on your phone, **delete it**.

• **Download the new INTRUST Bank app** from the Apple App Store or Google Play.

Use your smartphone's camera to scan the code to download the app on your Apple® or Android™ phone. ▶▶▶

• Once the app has been installed on your device, open it and **enter your Username** (previously referred to as User ID).

Setting up a new password

- **As of June 14, your old password is no longer valid.** Enter your temporary password, which was provided to you on June 7 at the email address we have on file.

- You will be notified that your **password must change**. Enter and then confirm a new password.

- Remember to **NEVER** share this password with anyone, including someone claiming to be from INTRUST Bank. We will **NEVER** ask you for your password.
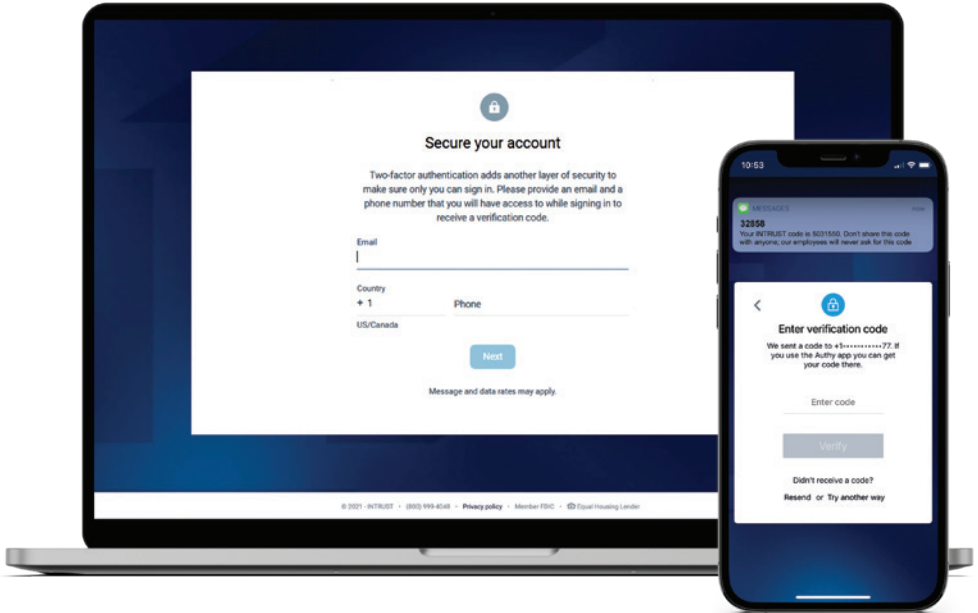

If you did not receive a temporary password in June or need any assistance getting logged in, contact us at **800-895-2265**.

Two-factor authentication

Two-factor authentication helps ensure only you can access your accounts online.

- **Enter your email** and **phone number**, and you will **receive a one-time code** to verify your ownership of the phone number you provided. Select to receive the code via text message, phone call or through an authenticator app.

- Enter the code you receive. We will **NEVER** ask you for this code, and you should **NEVER** share it with anyone.

- Review and accept the Terms and Conditions.

- **If logging in through the mobile app**, you will be prompted to create a passcode, and you may be asked to enable biometric security, such as fingerprint or facial recognition for quicker access to the app.

- *You're logged in.*

Features to review.

Once logged in to online or mobile banking, you'll start at the dashboard, where you will have a quick snapshot of your account balances and can navigate to other tools.

Navigation can be found on the left side of the screen in online banking or by tapping the menu icon in the top left of the screen in the mobile app.
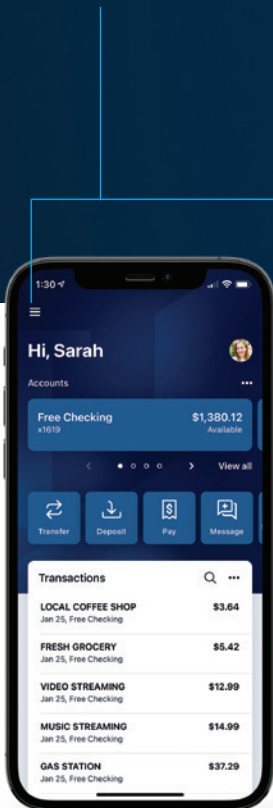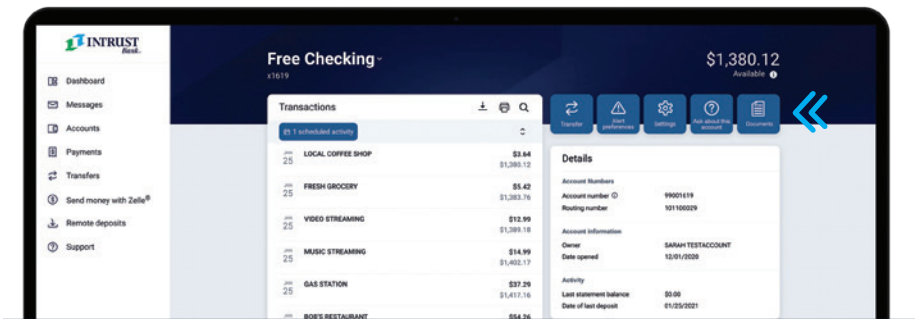
Accounts

- In the main navigation menu, select **Accounts**.

- Verify that all your accounts are displayed. If an account you believe should be included is not displayed, please call us at **800-895-2265**.

- To view more details about an account, **click on the account name**.
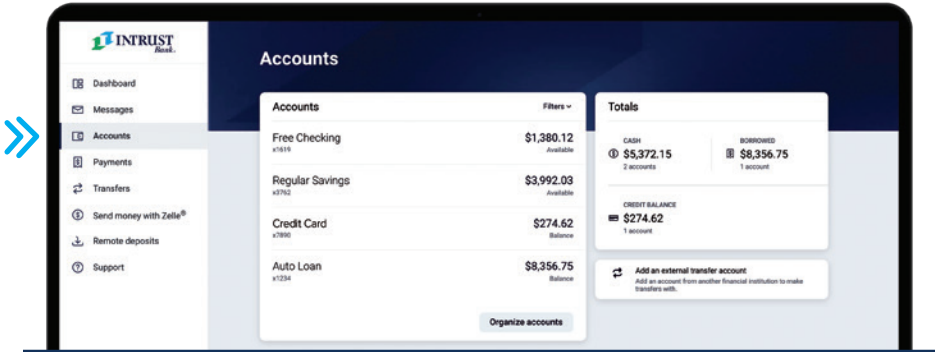
Documents

- To view statements and other documents, after selecting an account, select **Documents**.

- Historical account eStatements will be temporarily **unavailable in online and mobile banking starting June 11, 2021, through August 2021**. If you need a historical statement that you were unable to download in advance, you can request one by calling us at **800-895-2265**.

Alerts

Alerts are a great way to help you stay updated on the status of your accounts and can help prevent fraudulent activity.

- After selecting an account name, select **Alert Preferences**. You can create both balance and transaction alerts. To create a new alert, click **Add alert**.

- Set the parameters of the alert and select **Add alert**.

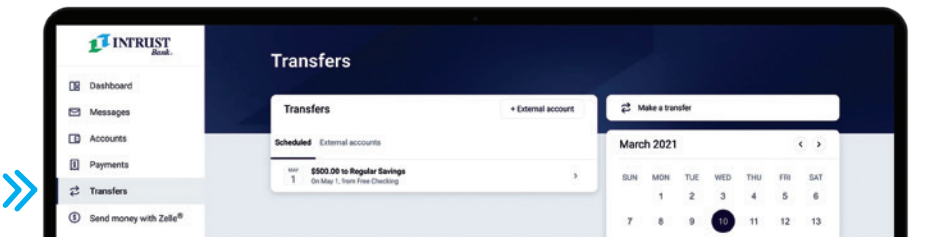- You will need to individually set up alerts for each account.
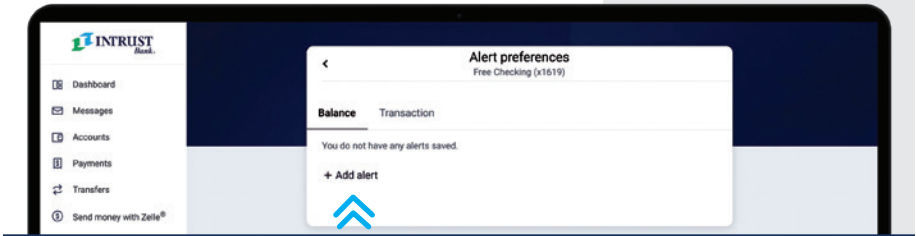
Transfers

- In the navigation, select **Transfers**.

- Verify that any one-time or recurring transfers you had previously scheduled appear under **Scheduled**.

- If a previously scheduled transfer does not appear, you will need to reschedule it.

Bill pay

- In the navigation, select **Payments**.

- Verify that any payees you had previously created appear in your list of payees.

- Verify that any scheduled one-time or recurring payments you previously created appear in your list of scheduled payments.

- If any payees or scheduled payments are missing, you will need to recreate them.

- For more payment details, including payment history and bill pay alerts, select **Manage payments** when on a laptop or desktop.
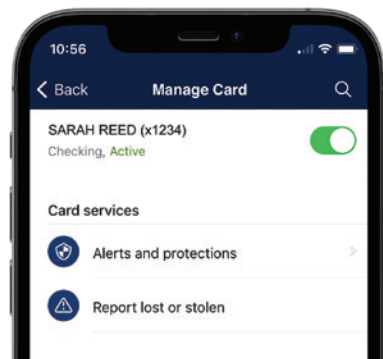

ACTION REQUIRED:
If you were previously enrolled in any eBills, you will need to re-enroll to continue receiving them.
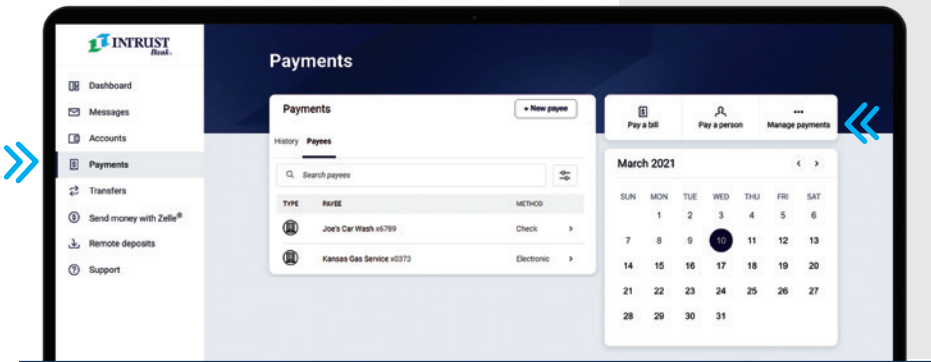
Card management

From the dashboard, locate the **Card management** dashboard card. Select each card listed to view the card's status. Use the toggle to lock your card, if desired.

ACTION REQUIRED: If you had previously set up card limitations or alerts, they will not migrate to the new platform, and you will need to re-create them.

Convenient and powerful new features.

In addition to an improved user interface across both online and mobile banking, we're excited to introduce new features designed to help you tackle your day-to-day financial tasks while ensuring that all your personal information and accounts stay safe.

Customize your dashboard

As part of the seamless experience across online and mobile banking, no matter which device you use to access your accounts, you will be greeted with the dashboard.

Accounts

Your accounts and corresponding balances are displayed at the top of the dashboard. You can select how many accounts you want to appear and in which order.

Quick links

Beneath your list of accounts are quick links to take common actions, such as initiating a transfer, paying a bill or depositing a check if you are using the mobile app.

## Organize and customize your dashboard cards

Below the quick links are a series of cards, which feature various account information and financial tools, and can be customized and organized to fit your personal preferences.

Accounts

Quick links

Customizable dashboard cards
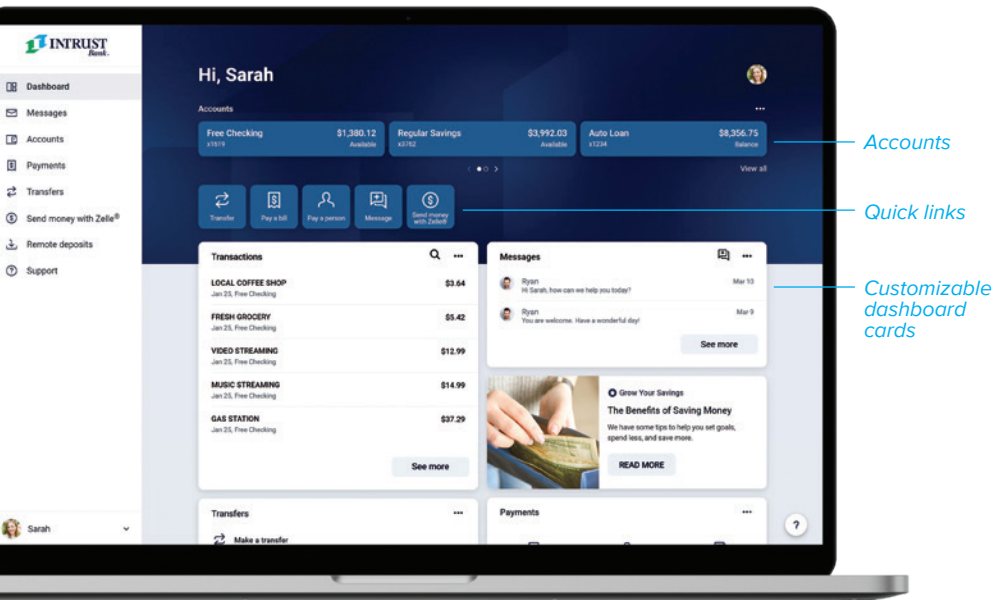
Additional features

Send money with Zelle®

- *Zelle* is a fast, safe and easy way to send money to family and friends using just a U.S. mobile phone number or email address.

- Click **Send money with Zelle®** from the dashboard to enroll and start sending money to friends and family.
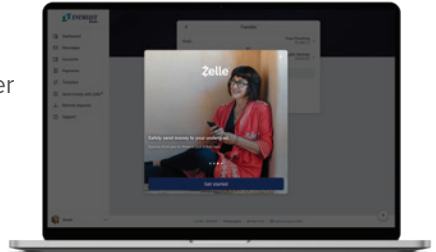
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Mobile check deposit

Easily deposit checks from anywhere using your phone's camera and our mobile app by snapping a photo of the check and selecting the account to credit.

We're here to help.

If you have any questions, we are ready to assist you by phone at **800-895-2265** or during your next banking center visit.