

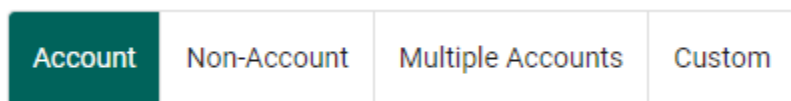
Business Online Banking

Managing Alerts

There are several optional alerts available from which you can choose to subscribe. Many alerts help you reduce the risk of fraud, and stay on top of your accounts, transactions and user activity. The alert options presented to you are based on the services with which you are entitled.

In addition to the optional alerts, there are also alerts automatically setup in Business Online Banking. While you cannot unsubscribe from these alerts, you can update the delivery method for them.

Alert Types



Account

Account alerts are divided into the following subcategories based on the services enabled to the company and user.

- Balance and Activity
- Transfer and Payment
- Account Reconciliation & Positive Pay
- Stop Payment
- Statement and Document
- Wire Transfer

Non-Account

Non-account alerts are not sub-categorized. They include notifications unrelated to accounts, such as when a user changes their password, email address or phone number.

Multiple Accounts

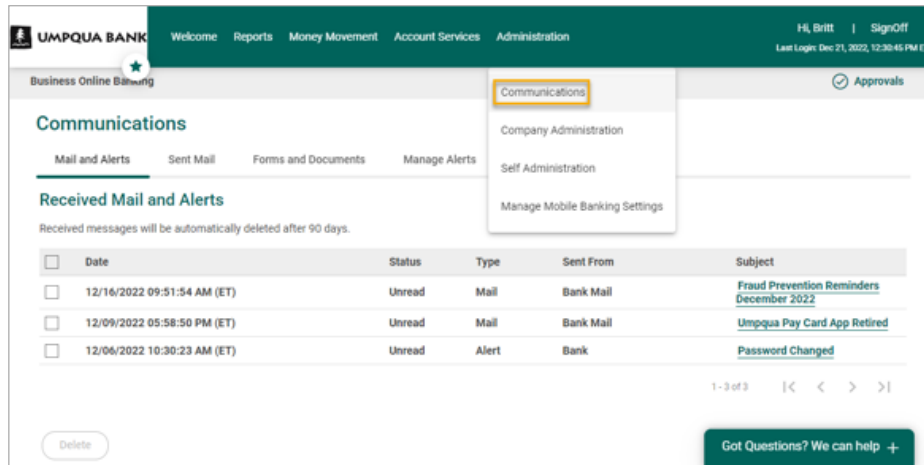
Multiple Account alerts allow users to add an alert to multiple accounts at a time.

Custom

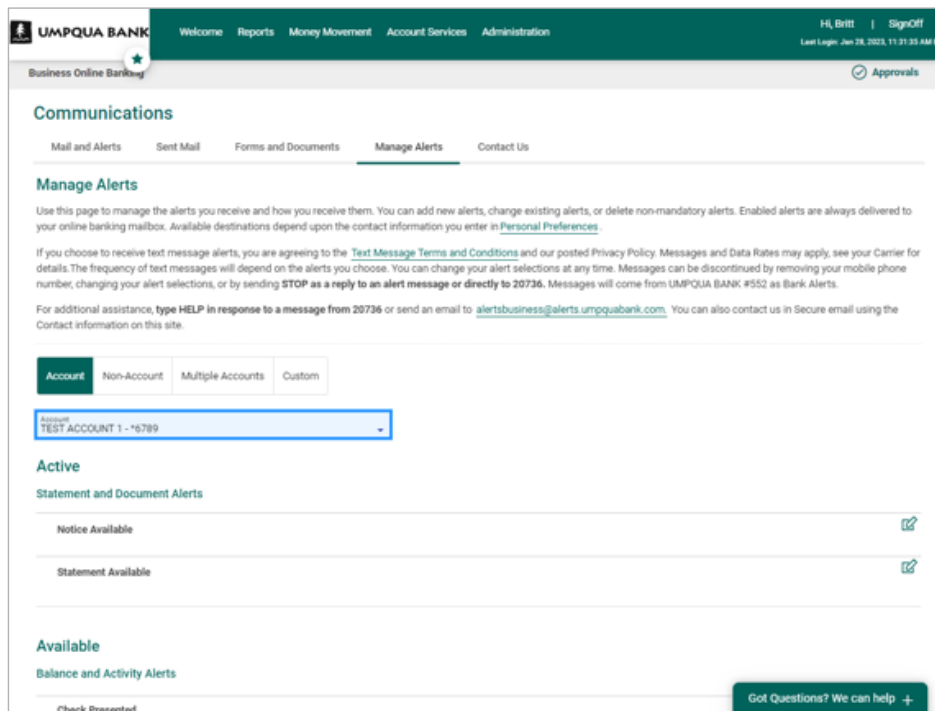
Custom alerts are notifications that company users define. They are ideal for setting up reminders for something such as payroll.

Manage Alerts

- 1 **Log into Business Online Banking from UmpquaBank.com.**
Select **Administration** from the header navigation then **Communications**.
This will display the “Mail and Alerts” page.



- 2 **Click the Manage Alerts tab.**



3 Select applicable account from the “Account” drop-down.

Click the icon next to the alert for which you want to subscribe.

Select your “Send To” method.

- You have the option of having alerts sent via email or SMS text message.

Click **Add**.

The screenshot shows a web interface for managing alerts. At the top, there are tabs for "Account", "Non-Account", "Multiple Accounts", and "Custom". Below these is a dropdown menu for "Account" with the selected option "Internal ACH Test Account - *6714".

The main section is titled "Available" and contains two categories of alerts:

- Balance and Activity Alerts:** A list of alert types, each with a plus icon to its right:
 - Check Presented
 - Credit Posted
 - Debit Posted
 - Maximum Balance
 - Minimum Balance
 - Negative Balance
- Wire Transfer Alerts:** A list of alert types, each with a plus icon to its right:
 - Incoming Wire Report Available (highlighted with a yellow arrow)

Below the "Incoming Wire Report Available" alert, there is a description: "Notifies you when an incoming wire report for this account has been received." To the right of this description is a small "Add" button.

At the bottom of the interface, there is a "Send To:" section with two options:

- Email CompanyUser@gmail.com
- Text (509) 800-5555

At the bottom left, there are "Add" and "Cancel" buttons. At the bottom right, there is a green button that says "Got Questions? We can help +".