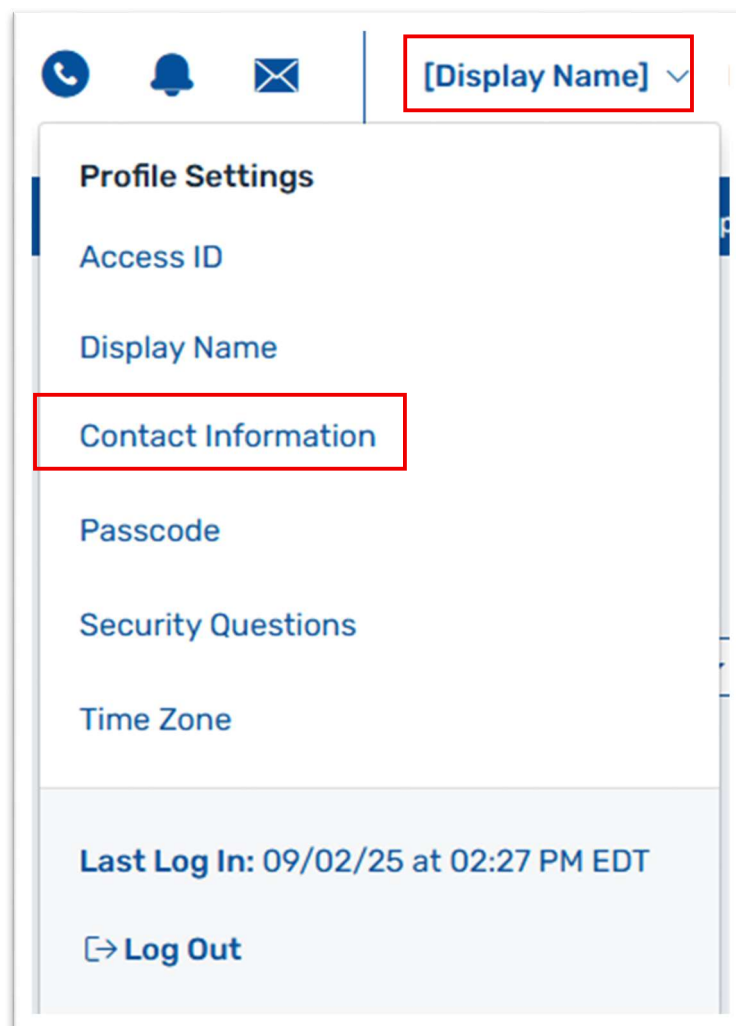


Changing Contact Information

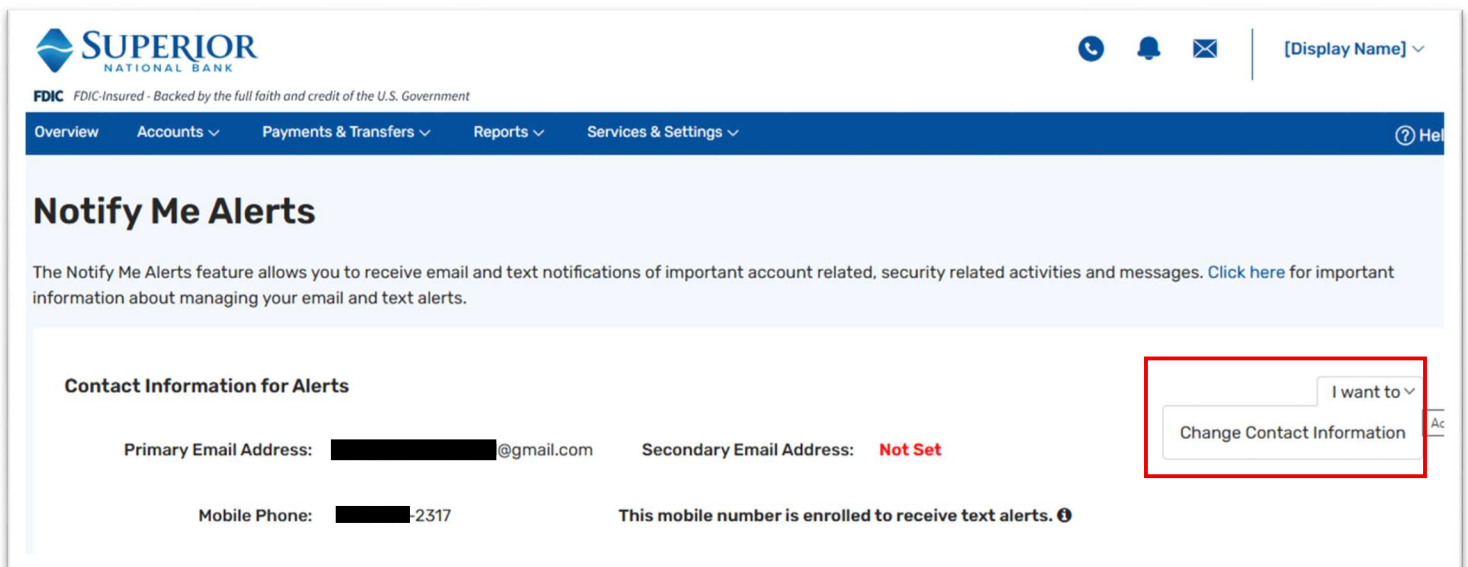
The Change Contact Information page allows you to update your contact information with Superior National Bank. From this page, you can edit all the email addresses and phone numbers you have on record with Superior National Bank, as well as your mailing address.

To access the **Change Contact Information** page, you have various options:

- Click your **Display Name** in the Welcome Center to open **Profile Settings**, and then click **Change Contact Information**.



- In **Alerts>Settings**, click **Change Contact Information** in the Contact Information for Alerts section's **I want to** menu.



SUPERIOR NATIONAL BANK

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Overview Accounts Payments & Transfers Reports Services & Settings

Notify Me Alerts

The Notify Me Alerts feature allows you to receive email and text notifications of important account related, security related activities and messages. [Click here](#) for important information about managing your email and text alerts.

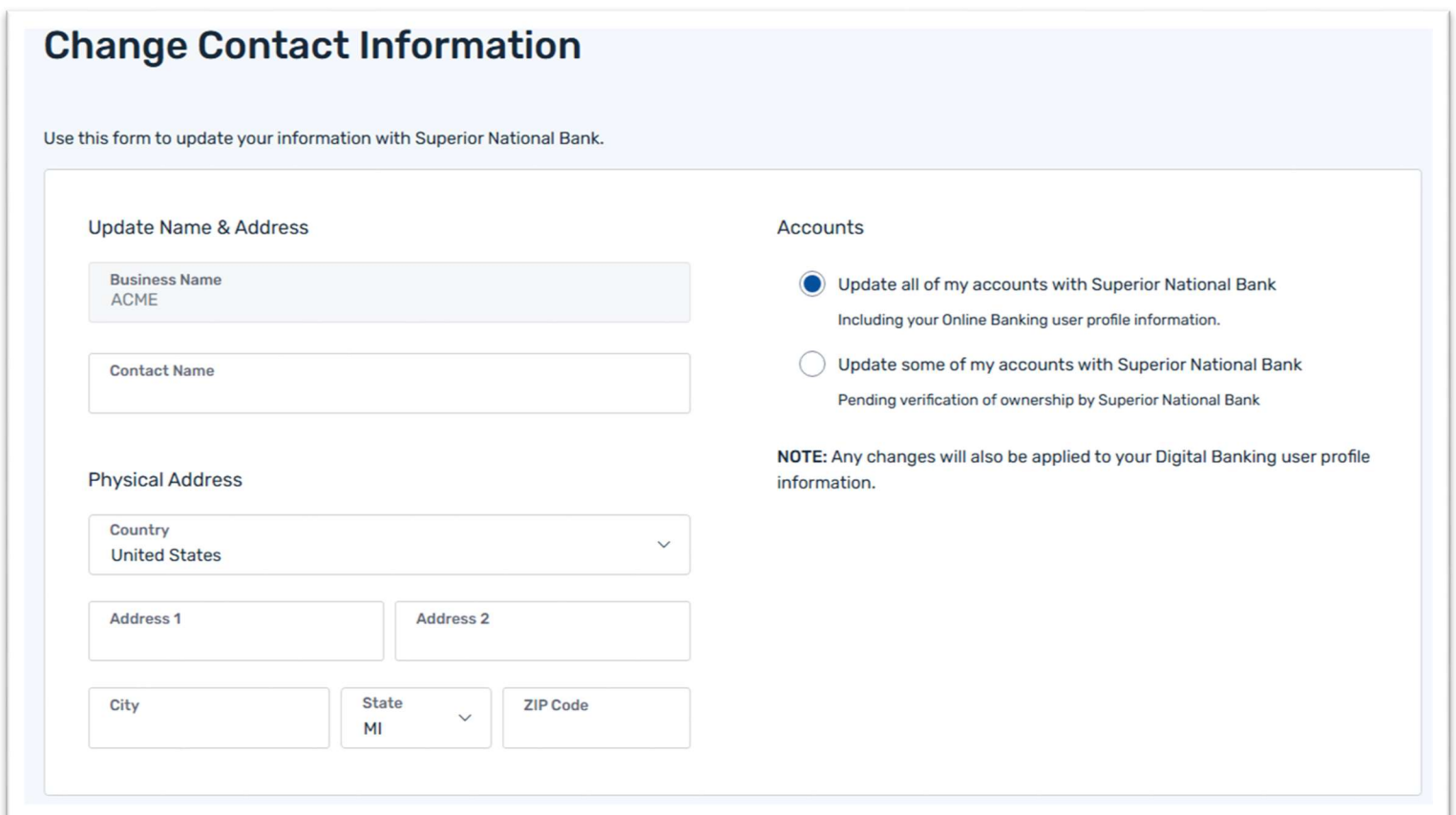
Contact Information for Alerts

Primary Email Address: [REDACTED]@gmail.com Secondary Email Address: **Not Set**

Mobile Phone: [REDACTED]-2317 This mobile number is enrolled to receive text alerts. ⓘ

I want to ▾
Change Contact Information

Either one of these routes will bring you to the **Change Contact Information** page:



Change Contact Information

Use this form to update your information with Superior National Bank.

Update Name & Address

Business Name
ACME

Contact Name

Physical Address

Country
United States ▾

Address 1 Address 2

City State MI ZIP Code

Accounts

☒ Update all of my accounts with Superior National Bank
Including your Online Banking user profile information.

☐ Update some of my accounts with Superior National Bank
Pending verification of ownership by Superior National Bank

NOTE: Any changes will also be applied to your Digital Banking user profile information.

By default, **All of my accounts with Superior National Bank** is selected.

To make changes apply only to specific accounts:

1. Select **Some of my accounts with Superior National Bank**.
2. In the account list, select the accounts to which the changes should apply.
3. For **Do you wish these changes to be applied to your Online Banking user profile information also?** select either **Yes** or **No**.

Accounts

☐ Update all of my accounts with Superior National Bank
Including your Online Banking user profile information.

☒ Update some of my accounts with Superior National Bank
Pending verification of ownership by Superior National Bank

☐ Check All

☐ Taxes *10027

☐ Utilities *71002

☐ Vendor Account *00017

☐ Apply to my Digital Banking user profile information

For changing contact information on some of your accounts simply update any information below. Once you have modified the information click Submit to send your requested change(s) to Superior National Bank.

The information has been populated with your current Online Banking user profile information which may not be the account specific information at Superior National Bank. If you are unsure of the specific address information on a desired account record please call 866-482-0404 before submitting your change request(s).

IMPORTANT NOTE: Some changes (email addresses and mobile/alternate phone numbers) will still update immediately even if you choose for your changes not to apply to your Online Banking user profile.

Go through and complete the following information:

- **Contact Name**
- **Physical Address**
- **Email Addresses**
- **Phone Numbers**

When you have made all necessary changes to your contact information, click **Submit**.

Primary Email Address email@company.com	Verify Primary Email Address email@company.com
Secondary Email Address email2@company.com	Verify Secondary Email Address email2@company.com

Phone Numbers

Main Phone 555-555-5553	<p>This mobile phone number can be designated to receive any Notify Me Alert notifications.</p> <p>If you add or update your mobile phone number, you will be prompted to enroll your mobile number for receiving alerts* on the next screen.</p> <p>* Message and data rates may apply.</p> <p>Can be a landline or a mobile number.</p>
Contact Phone 555-555-5553	
Fax 555-555-5555	
Mobile Phone 5555555559	
Alternate Phone 555-555-5551	

NOTE: Any changes to the phone numbers already enrolled for Voice Delivery of Security Codes will result in the original phone number being disabled for the feature.

Save Reset

A verification page appears, listing the changes you are submitting. Click **Submit** on this page, and **Done** on the following confirmation page.

An email notification will be sent to both your old and new email addresses. If you changed your mobile phone number and are set up for text alerts, a notification text message will be sent to your mobile phone, and you will see a **Proceed** button to take you to the **Security Code Delivery Preference page**.

Change Contact Information

You are submitting the following changes:

Requested Change:

Primary Email [REDACTED]@snb-t.com
Secondary Email [REDACTED]@gmail.com

Contact Phone [REDACTED]-2397

Physical Address City Calumet
Physical Address Line 1 [REDACTED]
Physical Address ZIP Code 49913

Modifies Online Banking User Profile Information

This change applies to the following accounts:

Applies to all accounts

Submit Cancel

Change Contact Information

The following changes have been submitted:

Requested Change:

Primary Email [REDACTED]@snb-t.com
Secondary Email [REDACTED]@gmail.com

Contact Phone [REDACTED]-2397

Physical Address City Calumet
Physical Address Line 1 [REDACTED]
Physical Address ZIP Code 49913

Modifies Online Banking User Profile Information

This change applies to the following accounts:

Applies to all accounts

Thank you for notifying us of these changes. We are currently updating your information changes. These changes should be reflected in your Superior National Bank account records within 7 days. Some changes (such as email addresses and mobile/alternate phone numbers) will update immediately within Online Banking.

Click the "Proceed" button to go to the Security Code Delivery Preference page to enable your phone number(s) for delivery of security codes.

Proceed Done

Select and enable which phone numbers you would like to receive security codes at:

Security Code Delivery Preference

A Security Code can be sent to your chosen delivery modes when additional authentication is required.

Please select your preferred delivery method for receiving these alerts and click "Update" to process your request.

Send Security Code via Text Alert: ☒ [REDACTED]-2317

Send Security Code via Voice Message: ☐ [REDACTED]2397 (Main Phone)

☐ [REDACTED]-2317 (Contact Phone)

☐ [REDACTED]-2317 (Mobile Number)

[Enroll to receive text alerts](#)

Enable delivery of voice messages to this phone

Enable delivery of voice messages to this phone

Enable delivery of voice messages to this phone

Done

Update

Once all changes have been made and saved, you will see this confirmation:

✓ **Changes to contact information saved/submitted.**