RENASANT TREASURY SOLUTIONS

e-Notices FAQ

- ## What are e-Notices?

  » E-Notices are electronic versions of Deposit and Loan Account notices which are accessible in Enhance Business Internet Banking (EBIB) and Business Internet Banking (BIB).

- ## Which Notices are available in EBIB and BIB?

  » Examples of Deposit Account Notices enabled for electronic delivery:
  - Account Overdraft
  - Old Overdraft/Daily Fee
  - Miscellaneous Returns
  - Confirmation of Transaction
  - Maturity Notice
  - Renewal Notice
  - No Signature on File

  » Examples of Loan Account Notices enabled for electronic delivery:
  - Interest Rate/Payment Change
  - Loan Auto-Draft Payment
  - Last Payment Amount
  - Loan Escrow Analysis and Adjustment to Payment Disclosure (available in January)

- ## How do I enroll in e-Notices?

  » Your Company Administrator will log in to EBIB or BIB:
  1. Click **Reports** > **Statements and Documents.**
  2. Click **View and Maintain Document Preferences.**
  3. Select a **Delivery Preference** for each entitled account.
  4. Click **Continue** and **Save Preferences.**

- ## Can I add e-Notices for my accounts that are not online?

  » Yes, Renasant Treasury Solutions Support will assist you with adding additional accounts to your EBIB or BIB. Call 844.680.3739, Monday through Friday, 7 AM CT/8 AM ET to 5 PM CT/6 PM ET for assistance.

  » Once accounts are added to your EBIB or BIB, your Company Administrator must enable the additional accounts for online viewing.

- ## Are there fees associated with Renasant e-Notices?

  » e-Notices and Paper Notices are free of charge.

- ## Do e-Notices contain the same information as paper notices?

  » Yes, e-Notices will contain the same information in the same format as account notices received in the mail. You have the option to view, print and save the e-Notices for future reference.

- ## What are the benefits of switching to e-Notices?

  » e-Notices are available days before mailed notices.

» Easy access to previous notices.
» Reduces the risk of mail fraud and identity theft.

- ## How long are e-Notices available?

» e-Notices are available for 18 months.

- ## How do I search for Notices?

1. From **Statements and Documents**, under **Search Statements and Documents** > **View** select **Most recent documents for an account type** or **Documents for a specific account**.
2. Filter by Checking or Loan accounts.
3. Select **Accounts**.
4. Select **Document Type** > **Notice** and **Continue.**
5. Click **Search for older or specific documents** located above the most recent documents view.
6. Select **Document Cycle Date** and click **Search.**
7. You may then customize your search date up to 18 months in the past.

» Note: E-Noticies are only available in EBIB/BIB from the time they are enabled by your Company Administrator. All previous notices are available in paper.

- ## Do I have the option to switch back to paper notices or have both paper and e-Notices?

» Yes, you can change back to paper notices at any time. To change how you wish to receive account notices:

1. Access **Reports** > **Statements and Documents** > **Search Statements and Documents**
2. Click the **View and Maintain Document Preferences** link.
3. You will be presented a **Delivery Preferences** drop down menu with three selections to choose from for each account:
    - Paper
    - Online & Paper
    - Online

- ## How will I know when I have received an e-Notice?

» All entitled users will receive an email notification when e-Notices are available to view. There will also be an alert notification available on the **Welcome** screen notifying you of the e-Notices.
» You have the option to receive text notifications for e-Notices:

1. Click **Administration** > **Communications** > **Manage Alerts.**
2. Click the **Account Alerts** tab.
3. Select **Account.**
4. Scroll to **Statement and Document Alerts**.
5. Select the icon to expand **Notice Available.**
6. **Email** deliver will be automatically enabled, but you may select **Text** instead or both delivery channels.
7. **Save** changes.
    - e-Notice alerts are mandatory.

» Follow the steps above to select Alert delivery preferences for **Multiple Accounts.**
» Available Alert destinations depend upon the contact information you enter in **Personal Preferences.** To update your contact information go to:

– **Administration** > **Self Administration** > **Personal Preferences**
– If you choose to receive text message alerts, you are agreeing to the **Text Message Terms and Conditions** and our posted Privacy Policy.

- ## Who can I call for assistance with Renasant e-Notices?

» Contact Renasant Treasury Solutions Support at 844.680.3739, Monday through Friday 7 AM CT/8 AM ET to 5 PM CT/6 PM ET.