

- **What are Basic and Enhanced Business Internet Banking (BIB/EBIB) Alerts?**
 - » BIB/EBIB Alerts are notifications of specific events that have taken place related to your bank accounts. Some alert triggers include account transactions, personal information changes, and changes to online banking access. There are alerts for other events as well, such as an outgoing transaction that requires approval, which may be time sensitive. For this reason, we want to ensure you are able to receive and act on BIB/EBIB Alerts as quickly as possible.
- **Will I receive alerts automatically or do I need to enroll?**
 - » There are some alerts in which you are automatically enrolled called **Mandatory Alerts**. Other alerts are optional.
 - » Mandatory alerts cannot be deleted and always appear in the **Alert Selection** with a checkmark before the name instead of a check box.
 - » The Alert selection you are presented is based on your company's services and user entitlements.
- **How will I receive BIB/EBIB Alerts?**
 - » Alerts are received in multiple ways:
 - » Alerts are automatically sent to your BIB/EBIB mailbox and are visible from the righthand panel of the Welcome Page. Click on the alert for additional detail. The full list of alerts received in a 90-day period is visible from **Communications/Mail and Alerts**.
 - » The default setting for all **Alert Notifications** is email. We recommend the addition of **Text Message Alerts** particularly for time sensitive information such as payment approval requirements and administrative updates.
- **How do I opt into receiving Text Message Alerts?**
 - » To start receiving alerts via text messaging, first enable the **Text Alert** option located in **Administration**:
 1. A mobile phone number must be associated with your User ID.
 2. From the navigation menu, select **Administration**.
 3. Click **Self Administration > Personal Preferences**.
 4. Under **Telephone**, click the edit icon  located to the right of the mobile number listed.
 5. Check the box to **Use with alerts**.
 6. You must click **Update** to complete this change.

Note: If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and Data Rates may apply, see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP** as a reply to an alert message or directly to **20736**. Messages will come from RENASANT BANK 774 as Bank Alerts.

For additional assistance, type HELP in response to a message from 20736 or send an email to treasurysolutionsupport@renasant.com. You can also contact us via Secure email in BIB or EBIB.

- » Once you have opted into **Text Message Alerts**, go to **Manage Alerts** to add alerts and select your delivery preferences:
 1. From the Navigation Menu, select **Communications**.
 2. Select **Manage Alerts**.
 3. Select from **Account Alerts/Non-Account Alerts/ Multiple Accounts**.
 4. If setting an **Account Alert**, first select the account.
 - » If the alert is already selected or “Mandatory” click the edit  icon to add a text messaging or change the alert delivery channel.
 - » If the alert has not been selected, click the add icon  to add an alert.
 5. If **Non-Account Alert** is selected, follow steps 1 and 2 above to add the alert and select the delivery channel.
 6. For **Multiple Accounts**, first select the **Alert Type**. You will then be presented with the delivery channel selection followed by the account selections.

Note: For your convenience, Custom Alerts are available. You may set these alerts as reminders for important events such as payroll due dates, bank holidays, etc. Custom Alerts offer email delivery only.

- **Who can I call for assistance with a BIB/EBIB Alert?**

- » 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.



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