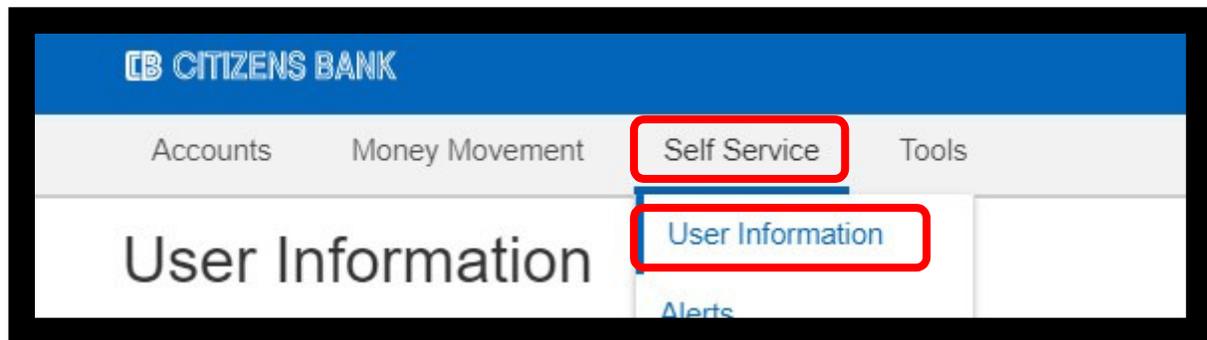


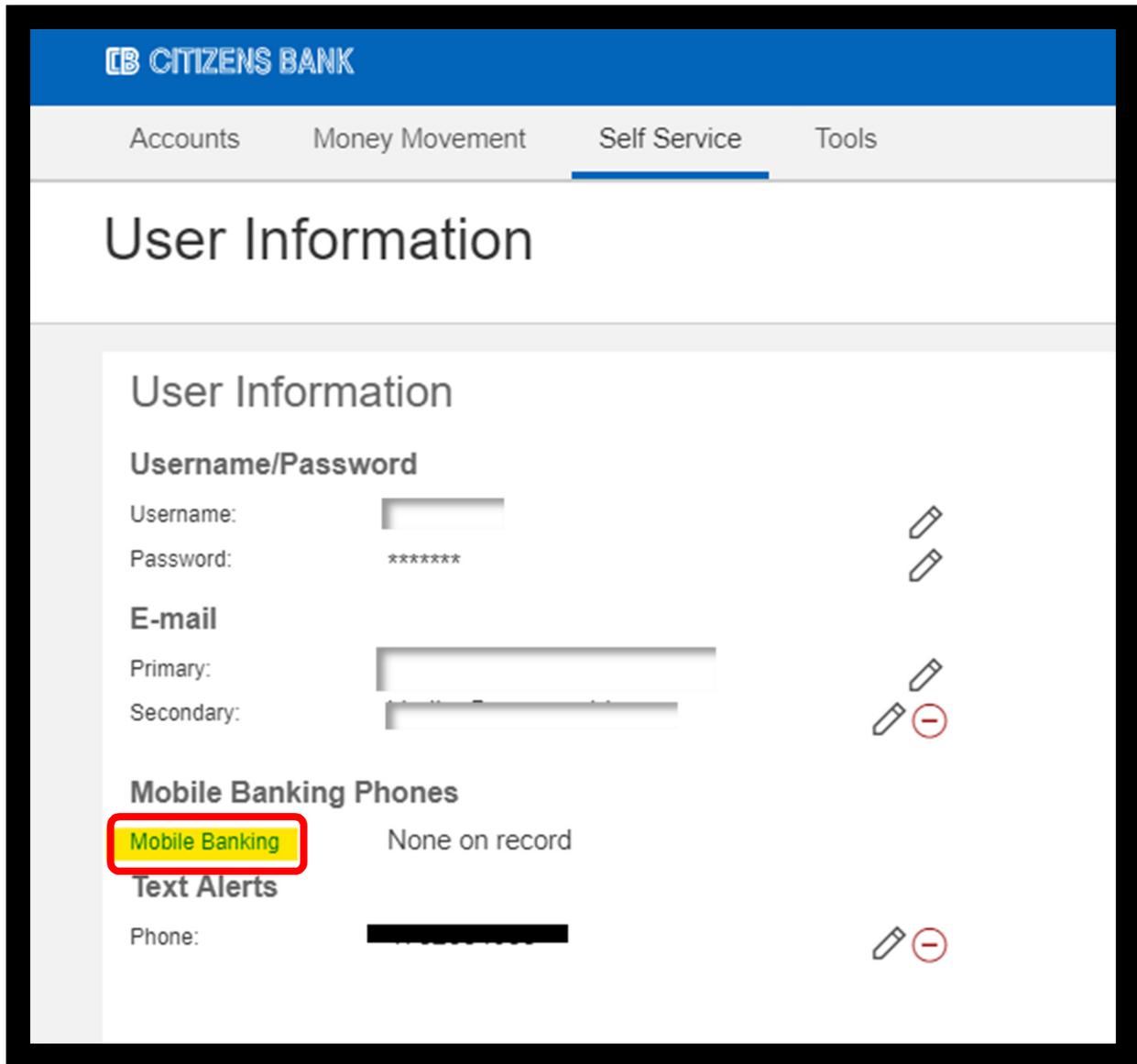
Text Banking Enrollment

In order to enroll in Text Banking, you must have a current login to Online Banking. If you do not have an active login to Online Banking, please contact a Customer Service Representative at 1-877-99-CBOTS or self-enroll at <https://www.cbots.com/> under the menu E-Services > Online Banking.

To enroll in Text Banking, please log into Online Banking on our website: <https://www.cbots.com/>. Once logged in, click on the **Self Service** menu and select **User Information**.



From the User Information screen, click on the [Mobile Banking](#) link.

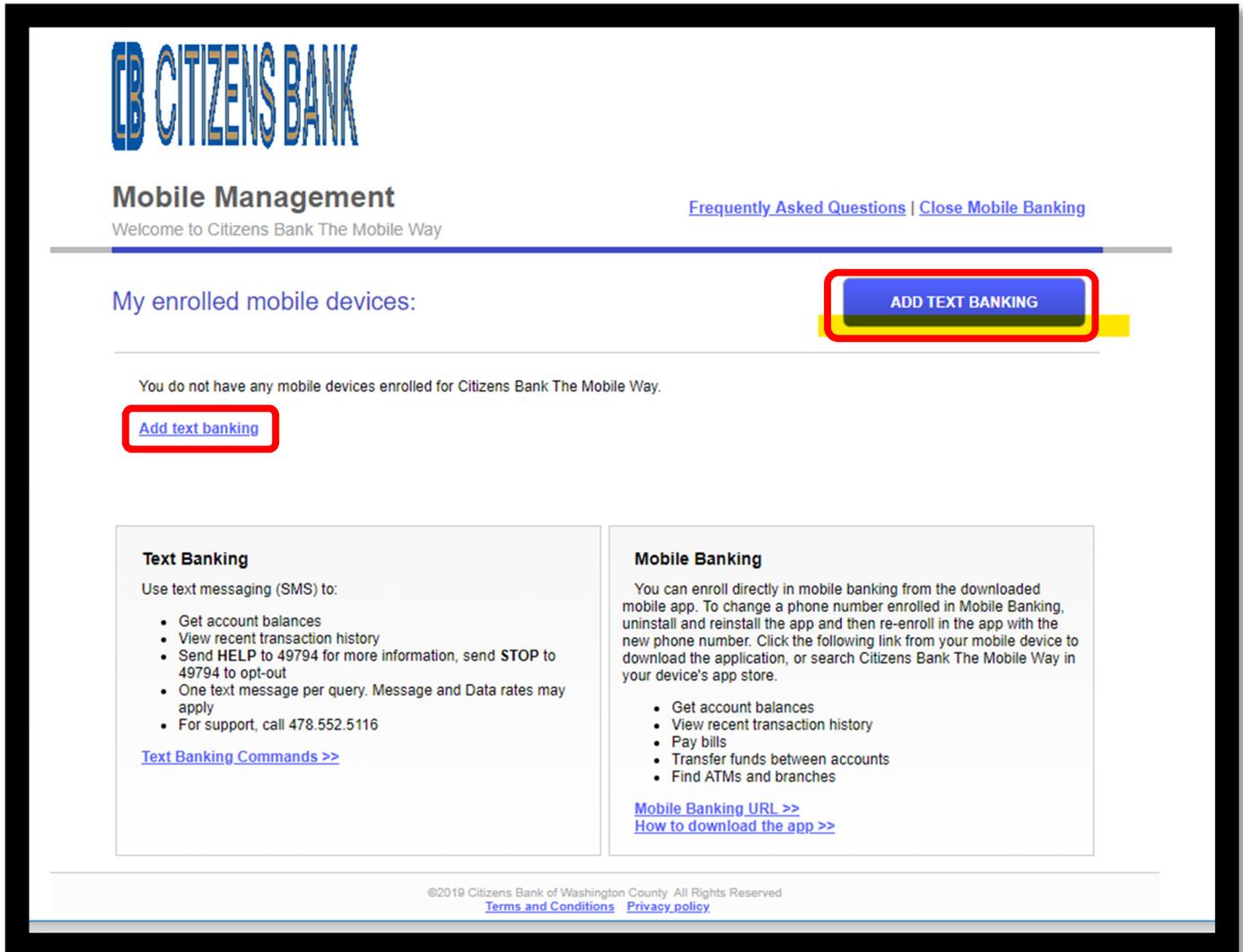


The screenshot shows the 'User Information' page in the Citizens Bank self-service portal. The page has a blue header with the bank's logo and name. Below the header is a navigation bar with tabs for 'Accounts', 'Money Movement', 'Self Service', and 'Tools'. The 'Self Service' tab is selected. The main content area is titled 'User Information' and contains several sections: 'Username/Password', 'E-mail', 'Mobile Banking Phones', and 'Text Alerts'. Each section has input fields and edit/delete icons. The 'Mobile Banking' link in the 'Mobile Banking Phones' section is highlighted with a red box.

Section	Field	Value	Icon
Username/Password	Username:	[Redacted]	[Edit]
	Password:	*****	[Edit]
E-mail	Primary:	[Redacted]	[Edit]
	Secondary:	[Redacted]	[Edit] [Delete]
Mobile Banking Phones	Mobile Banking	None on record	[None]
Text Alerts	Phone:	[Redacted]	[Edit] [Delete]

This Mobile Management page will show any currently enrolled mobile devices.

To enroll a new mobile devices, click on the **ADD TEXT BANKING** button.



CITIZENS BANK

Mobile Management

Welcome to Citizens Bank The Mobile Way

[Frequently Asked Questions](#) | [Close Mobile Banking](#)

My enrolled mobile devices:

ADD TEXT BANKING

You do not have any mobile devices enrolled for Citizens Bank The Mobile Way.

[Add text banking](#)

Text Banking

Use text messaging (SMS) to:

- Get account balances
- View recent transaction history
- Send **HELP** to 49794 for more information, send **STOP** to 49794 to opt-out
- One text message per query. Message and Data rates may apply
- For support, call 478.552.5116

[Text Banking Commands >>](#)

Mobile Banking

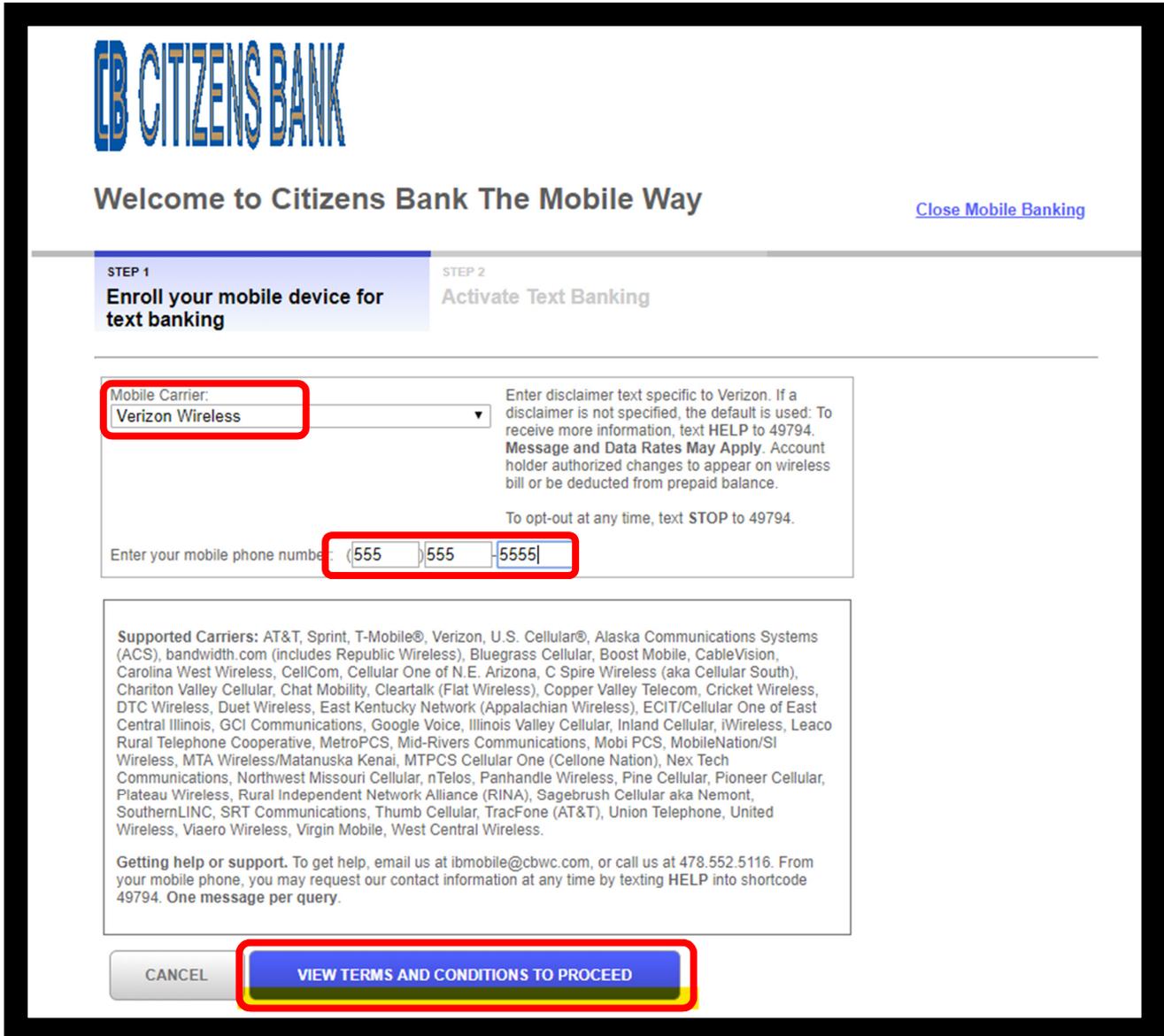
You can enroll directly in mobile banking from the downloaded mobile app. To change a phone number enrolled in Mobile Banking, uninstall and reinstall the app and then re-enroll in the app with the new phone number. Click the following link from your mobile device to download the application, or search Citizens Bank The Mobile Way in your device's app store.

- Get account balances
- View recent transaction history
- Pay bills
- Transfer funds between accounts
- Find ATMs and branches

[Mobile Banking URL >>](#)
[How to download the app >>](#)

©2019 Citizens Bank of Washington County. All Rights Reserved
[Terms and Conditions](#) | [Privacy policy](#)

Select your Mobile Carrier from the drop down list and enter your mobile phone number. Once completed, click **VIEW TERMS AND CONDITIONS TO PROCEED**.



CITIZENS BANK

Welcome to Citizens Bank The Mobile Way

[Close Mobile Banking](#)

STEP 1
Enroll your mobile device for text banking

STEP 2
Activate Text Banking

Mobile Carrier:

Enter disclaimer text specific to Verizon. If a disclaimer is not specified, the default is used: To receive more information, text HELP to 49794. **Message and Data Rates May Apply.** Account holder authorized changes to appear on wireless bill or be deducted from prepaid balance.

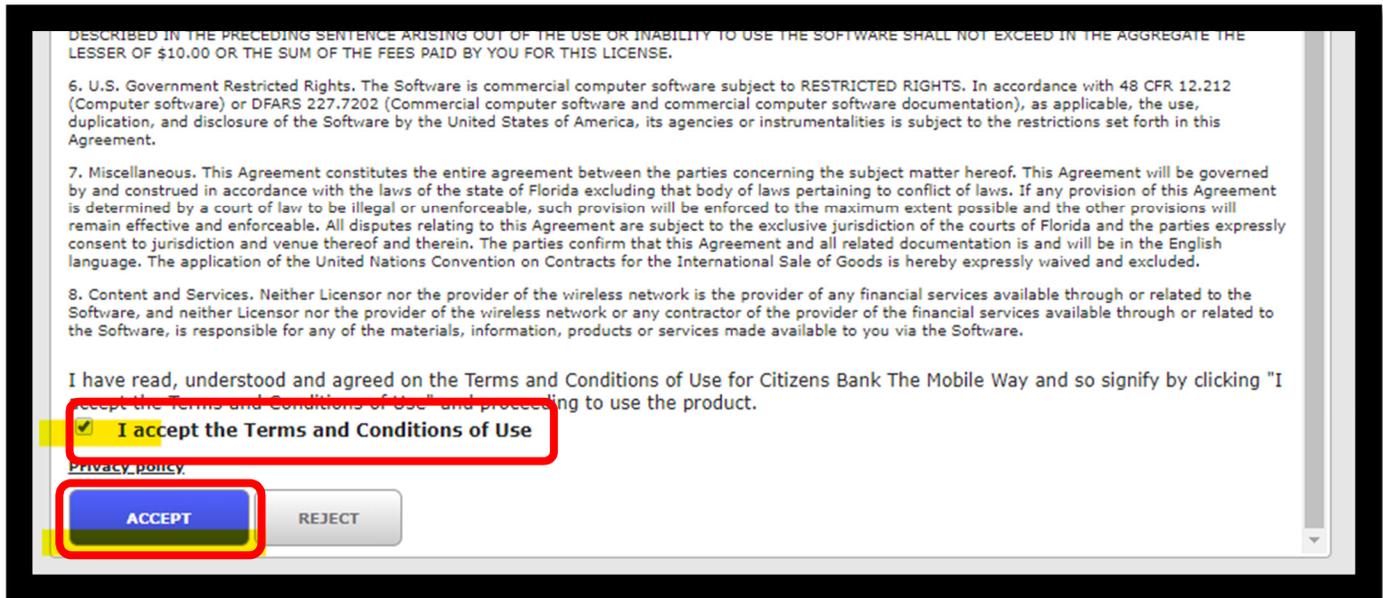
To opt-out at any time, text STOP to 49794.

Enter your mobile phone number:

Supported Carriers: AT&T, Sprint, T-Mobile®, Verizon, U.S. Cellular®, Alaska Communications Systems (ACS), bandwidth.com (includes Republic Wireless), Bluegrass Cellular, Boost Mobile, CableVision, Carolina West Wireless, CellCom, Cellular One of N.E. Arizona, C Spire Wireless (aka Cellular South), Chariton Valley Cellular, Chat Mobility, ClearTalk (Flat Wireless), Copper Valley Telecom, Cricket Wireless, DTC Wireless, Duet Wireless, East Kentucky Network (Appalachian Wireless), ECIT/Cellular One of East Central Illinois, GCI Communications, Google Voice, Illinois Valley Cellular, Inland Cellular, iWireless, Leaco Rural Telephone Cooperative, MetroPCS, Mid-Rivers Communications, Mobi PCS, MobileNation/SI Wireless, MTA Wireless/Matanuska Kenai, MTPCS Cellular One (Cellone Nation), Nex Tech Communications, Northwest Missouri Cellular, nTelos, Panhandle Wireless, Pine Cellular, Pioneer Cellular, Plateau Wireless, Rural Independent Network Alliance (RINA), Sagebrush Cellular aka Nemont, SouthernLINC, SRT Communications, Thumb Cellular, TracFone (AT&T), Union Telephone, United Wireless, Viaoero Wireless, Virgin Mobile, West Central Wireless.

Getting help or support. To get help, email us at ibmobile@cbwc.com, or call us at 478.552.5116. From your mobile phone, you may request our contact information at any time by texting HELP into shortcode 49794. One message per query.

The Terms and Conditions will open. Please click the select box to accept and then click **ACCEPT**.



DESCRIBED IN THE PRECEDING SENTENCE ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE SHALL NOT EXCEED IN THE AGGREGATE THE LESSER OF \$10.00 OR THE SUM OF THE FEES PAID BY YOU FOR THIS LICENSE.

6. U.S. Government Restricted Rights. The Software is commercial computer software subject to RESTRICTED RIGHTS. In accordance with 48 CFR 12.212 (Computer software) or DFARS 227.7202 (Commercial computer software and commercial computer software documentation), as applicable, the use, duplication, and disclosure of the Software by the United States of America, its agencies or instrumentalities is subject to the restrictions set forth in this Agreement.

7. Miscellaneous. This Agreement constitutes the entire agreement between the parties concerning the subject matter hereof. This Agreement will be governed by and construed in accordance with the laws of the state of Florida excluding that body of laws pertaining to conflict of laws. If any provision of this Agreement is determined by a court of law to be illegal or unenforceable, such provision will be enforced to the maximum extent possible and the other provisions will remain effective and enforceable. All disputes relating to this Agreement are subject to the exclusive jurisdiction of the courts of Florida and the parties expressly consent to jurisdiction and venue thereof and therein. The parties confirm that this Agreement and all related documentation is and will be in the English language. The application of the United Nations Convention on Contracts for the International Sale of Goods is hereby expressly waived and excluded.

8. Content and Services. Neither Licensor nor the provider of the wireless network is the provider of any financial services available through or related to the Software, and neither Licensor nor the provider of the wireless network or any contractor of the provider of the financial services available through or related to the Software, is responsible for any of the materials, information, products or services made available to you via the Software.

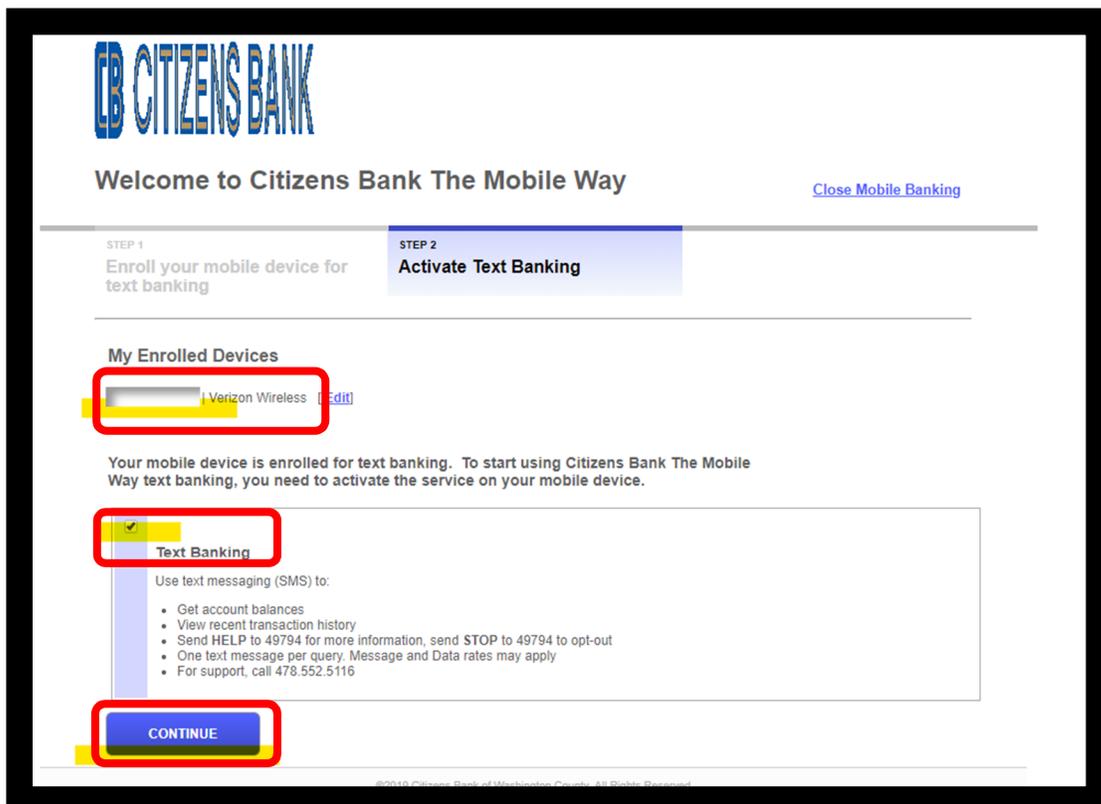
I have read, understood and agreed on the Terms and Conditions of Use for Citizens Bank The Mobile Way and so signify by clicking "I accept the Terms and Conditions of Use" and proceeding to use the product.

I accept the Terms and Conditions of Use

[Privacy policy](#)

ACCEPT REJECT

You will be returned to the screen showing your enrolled devices and the carrier. Ensure that Text Banking is checked and click **CONTINUE**.



CITIZENS BANK

Welcome to Citizens Bank The Mobile Way

[Close Mobile Banking](#)

STEP 1
Enroll your mobile device for text banking

STEP 2
Activate Text Banking

My Enrolled Devices

[Redacted] Verizon Wireless [Edit](#)

Your mobile device is enrolled for text banking. To start using Citizens Bank The Mobile Way text banking, you need to activate the service on your mobile device.

Text Banking

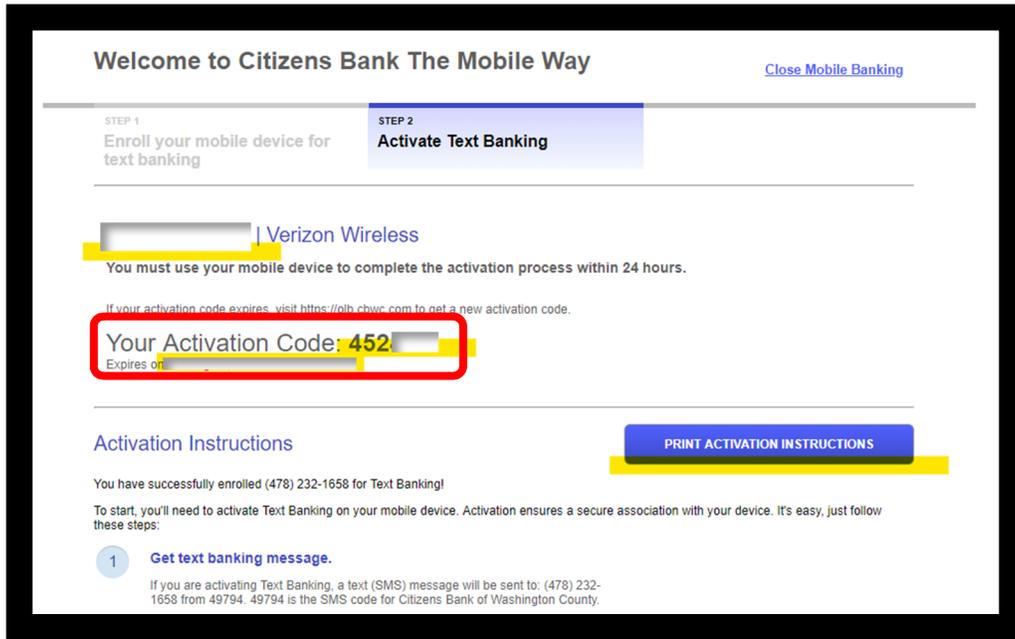
Use text messaging (SMS) to:

- Get account balances
- View recent transaction history
- Send HELP to 49794 for more information, send STOP to 49794 to opt-out
- One text message per query. Message and Data rates may apply
- For support, call 478.552.5116

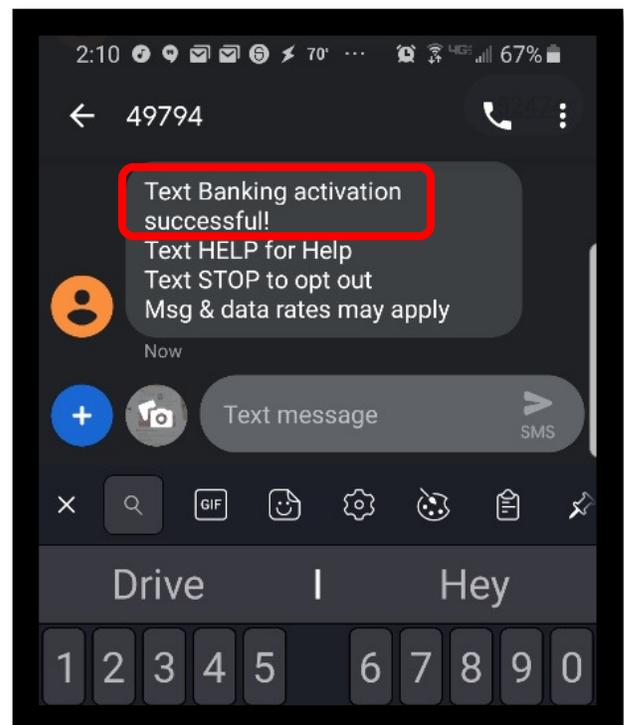
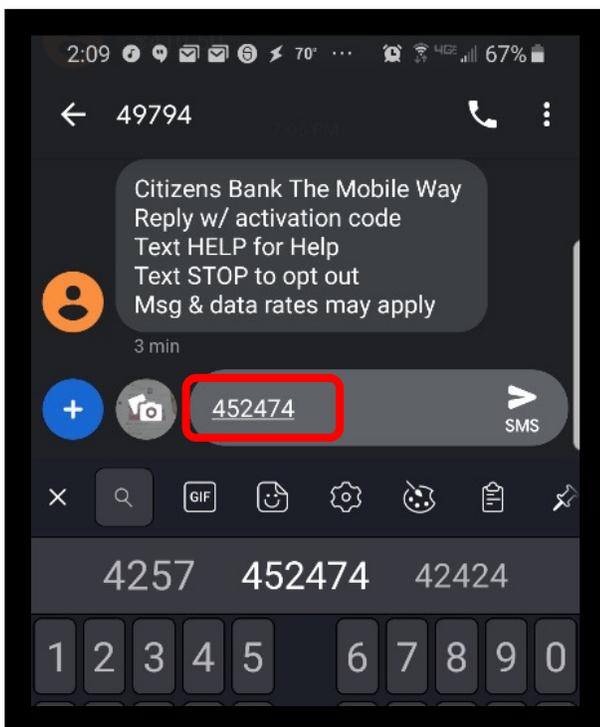
CONTINUE

©2010 Citizens Bank of Washington County. All Rights Reserved.

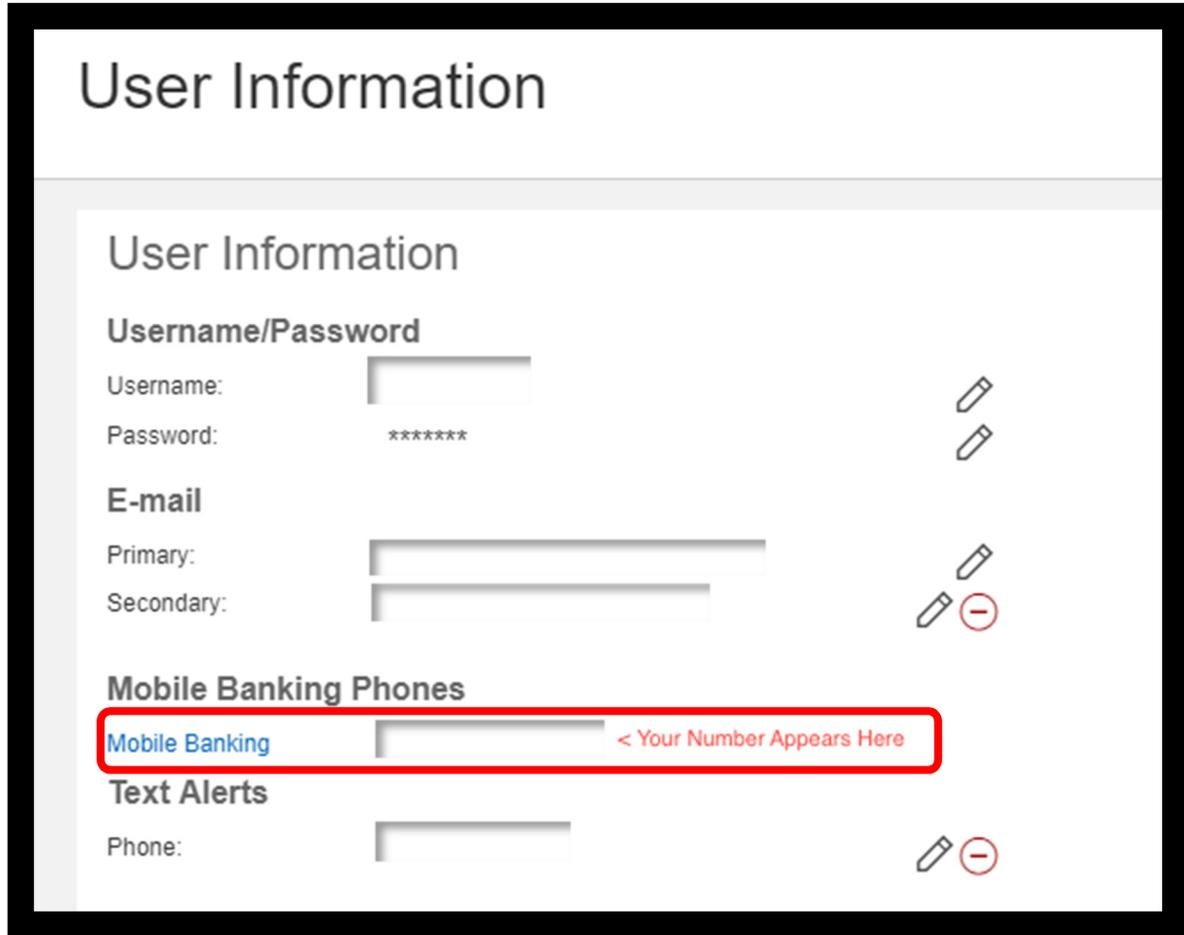
You will then be presented with a screen that contains a 6-digit activation code. You will also receive a text alert from short-code: **49794**. **You must send the 6-digit activation code as a reply to this text alert.** This will complete the activation process.



Your activation code will be different per enrollment.



Once enrolled, your User Information will show your Mobile Banking phone number in the following location.



The screenshot shows a 'User Information' page with several sections: 'Username/Password', 'E-mail', 'Mobile Banking Phones', and 'Text Alerts'. The 'Mobile Banking Phones' section contains a single entry with the label 'Mobile Banking' and a text field containing '< Your Number Appears Here'. This entry is highlighted with a red rectangular box. To the right of the text field are edit and delete icons. Other sections include 'Username/Password' with fields for Username and Password, 'E-mail' with Primary and Secondary fields, and 'Text Alerts' with a Phone field.

Useful Information

Text Banking Commands

FUNCTION COMMAND DESCRIPTION

- B** Summary of available balances for all accounts
- H** Summary of recent transactions per account
- C** List of available Text Banking commands
- HE** Help content for Text Banking
- L** Receive a URL for the CBOTS Mobile Browser website
- S** De-activate all CBOTS text services

Text Banking Shortcuts

Shortcuts help you access specific account balance or transactions quickly by telling us both the command and account number at the same time.

B # Receive the balance of a specific account using the account number assigned by Text Banking. An example shortcut command is B 1 or BAL 1.

H # Receive the transaction history of a specific account using the account number assigned by Text Banking. An example for this shortcut command is H 1 or HIST 1.