

EASTERN TREASURY™

Positive Pay Premium Alerts Guide Email and Text Alerts

March 2021



POSITIVE PAY PREMIUM ALERTS

Positive Pay Alerts are an important aspect of the fraud prevention aspects of the Positive Pay service by alerting users of daily Check and ACH exceptions, pending issue file approvals or errors and various administrative changes.


Alerts have been enhanced, providing a new branded look to email alerts and expanded customer service contact information.

Text Alerts are an added communication channel to received Positive Pay Alerts. Text Alerts are optional and both email and text can be chosen for all or just some Alerts.

EXAMPLE OF ENHANCED EMAIL ALERT:

1. The Eastern Bank logo is displayed, and Eastern Bank is the sender of Alerts, providing assurance the email alert is from Eastern Bank.
2. Customer Service contact information is displayed.

Telephone Number Changed



Eastern Bank <businessserviceteam@easternbank.com>
To: Marianne


Retention Policy 6 Month Inbox (6 months)

↩ Reply
↩ Reply All
→ Forward
⋮

Fri 3/12/2021 5:26 PM

Expires 9/8/2021

[External Email] Use caution with links and attachments.


Eastern Bank
JOIN US FOR GOOD®

EASTERN ADVANCED MIGRATION

Maria

Your Mobile phone number for Internet Banking was successfully changed from Work: (781) 605-8... to Mobile: (781) 605-8... on 03/12/2021 05:18 PM (ET).

Please do not respond to this e-mail. For more information contact Customer Support at 1-800-333-8000.

Eastern Bank, Customer Service Center
 P.O. Box 391, Lynn, MA 01903-0491
 Eastern Bank / Member FDIC

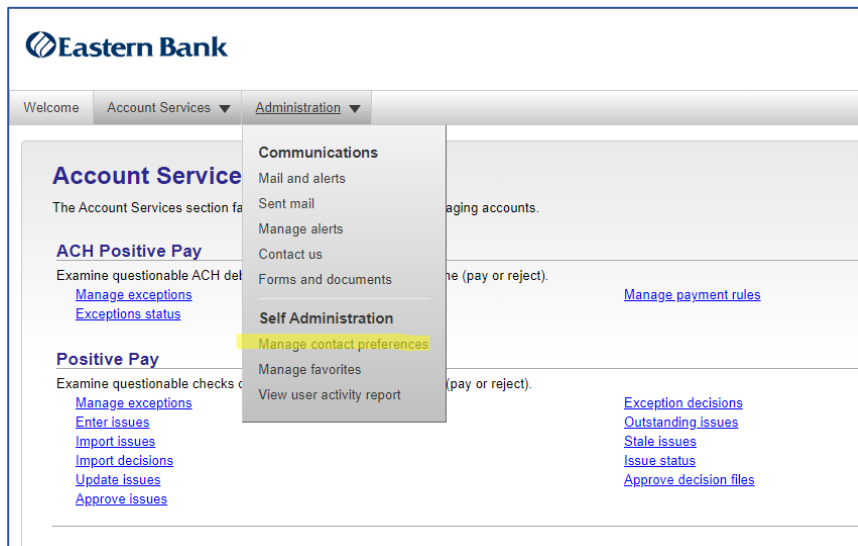
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TEXT ALERTS SETUP

SETTING UP TEXT ALERTS IS A 2 STEP PROCESS:

1. Add a Mobile phone number to Contact Preferences.
2. Enable Mobile for each Alert and for each Account set up for Positive Pay.

Access Positive Pay through Eastern Treasury



STEP 1: Add a Mobile phone number to Contact Preferences

Navigate to Self Administration - Manage contact preferences

Personal Preferences screen will display

The screenshot shows the 'Personal Preferences' screen on the Eastern Bank website. The page is titled 'Personal Preferences' and has a sub-section for 'E-mail'. It contains fields for 'Primary e-mail address' and 'Secondary e-mail address (optional)', both with links to 'Change this address'. Below this is the 'Telephone' section, which includes a field for 'Mobile' phone number and a checkbox for 'Use with alerts'. At the bottom, there are 'Save changes' and 'Do not save changes' buttons.

Within the **Telephone** section click **< Change >**

Telephone

The telephone numbers listed below may be used to contact or notify you for security reasons.

Mobile telephone numbers in (xxx) xxx-xxxx format can be used for alert notifications that you select to receive as text messages. Select the mobile number you want to welcome message at the selected number. To manage your alert subscriptions, go to [Manage Alerts](#).

If you choose to receive text messages, you are agreeing to the [Text Message Terms and Conditions](#) and our posted [Privacy](#). Messages and Data Rates May Apply, see 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 Bank Alerts.

For additional assistance, type **HELP** in response to a message from 20736 or send an email to businessserviceteam@easternbank.com. You can also contact us in

Telephone number: Mobile: (781) 605-8 Change Use with alerts

[Add additional telephone number](#)

The Telephone dialog box will open -

1. Open the "Label" dropdown and choose Mobile.
2. Enter the mobile "Telephone Number" being used for text alerts.
3. Click **SAVE** changes.

Telephone Number

Enter or update telephone number information and click "Save changes."

Label:

Country/region:

Telephone Number:

Extension (optional):

Telephone Number

Enter or update telephone number information and click "Save changes."

Label:

Country/region:

Telephone Number:

Extension (optional):

4. The Telephone main screen will display, click the **"Use with alerts"** checkbox
5. Click **Save changes**

Telephone

The telephone numbers listed below may be used to contact or notify you for security reasons.

Mobile telephone numbers in (xxx) xxx-xxxx format can be used for alert notifications that you select to receive as text messages. Select the mobile number you want to welcome message at the selected number. To manage your alert subscriptions, go to [Manage Alerts](#).

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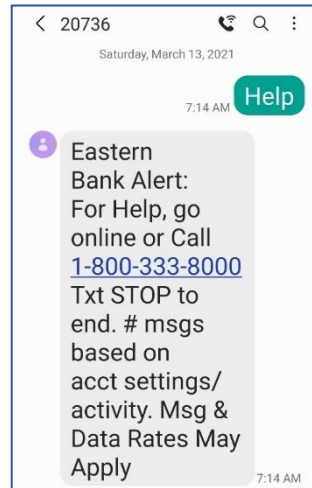
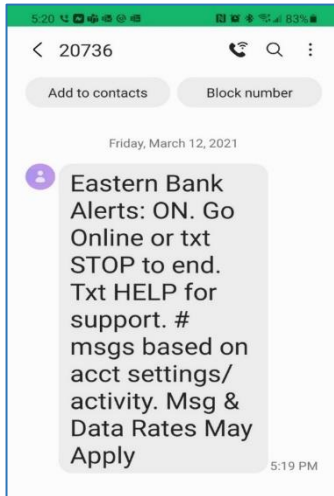
Telephone number: Mobile: (781) 605-8 Change Use with alerts

[Add additional telephone number](#)

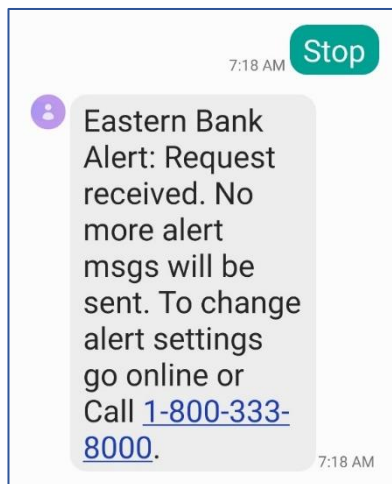
ABOUT TEXT MESSAGES

Text Messages

1. An **OPT-IN** text will be received when a Mobile telephone number has been enabled.
2. All text alerts will originate from **# 20736**.
3. Text **HELP** to receive a reply text with the Business Service Team telephone # 1-800-333-8000.

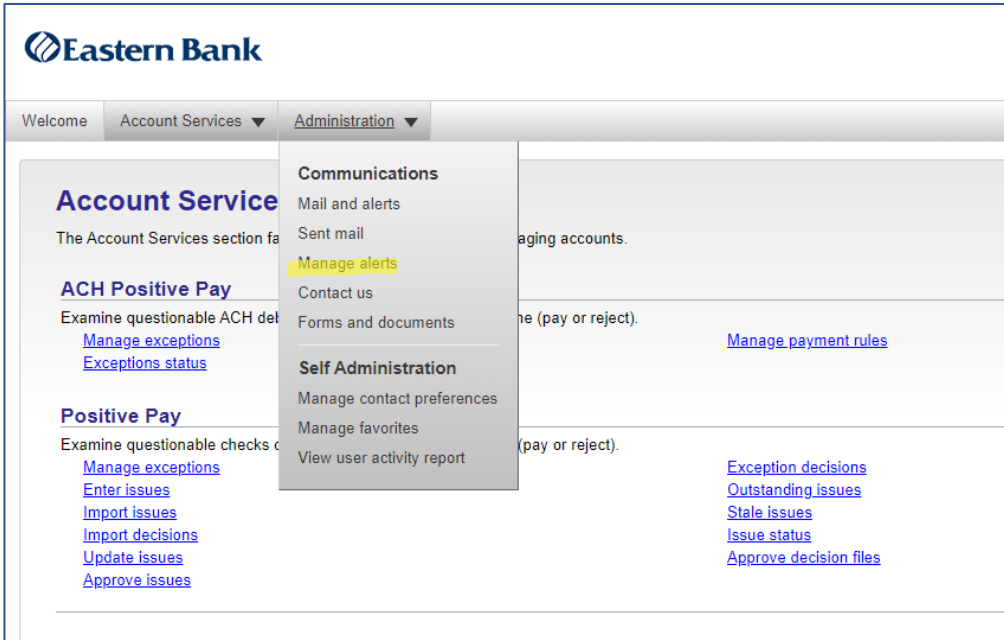


4. Text **STOP** to disable text alerts or uncheck Use with alerts in Personal Preferences
5. An **OPT-OUT** text message will be sent

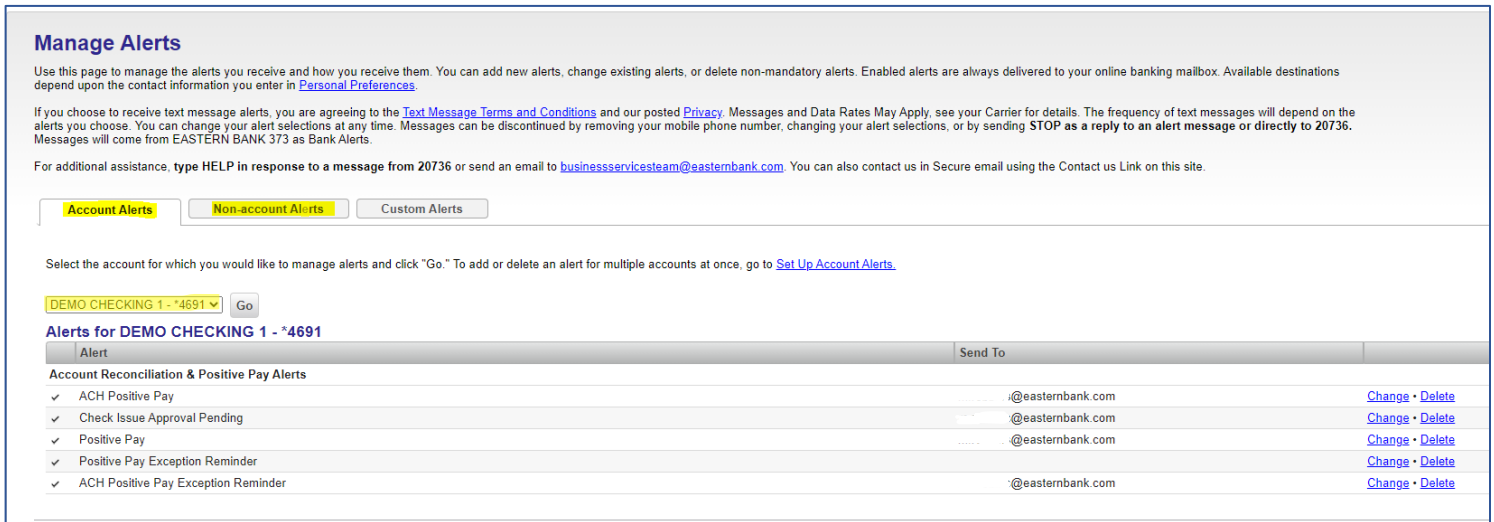


Step 2: Enable Text for each Alert and each Account set up In Positive Pay

Navigate to Self Administration > Mange Alerts



Manage Alerts screen displays



For each Alert click < Change >

1. The Send To preferences will expand. Check the Mobile number previously setup.
2. BOTH email and mobile may be enabled.
3. Click < Save Alert >
4. Repeat for each Alert within Account Alerts and Non-account Alerts.
5. Repeat for other Accounts, if applicable

Manage Alerts

Use this page to manage the alerts you receive and how you receive them. You can add new alerts, change existing alerts, or delete non-mandatory alerts. Enabled alerts are always delivered to your online banking mailbox. Available destinations depend upon the contact information you enter in [Personal Preferences](#).

If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted [Privacy](#). 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 EASTERN BANK 373 as Bank Alerts.

For additional assistance, type **HELP** in response to a message from 20736 or send an email to businessserviceteam@easternbank.com. You can also contact us in Secure email using the Contact us Link on this site.

Select the account for which you would like to manage alerts and click "Go." To add or delete an alert for multiple accounts at once, go to [Set Up Account Alerts](#).

Alerts for DEMO CHECKING 1 - *4691

| Alert | Send To |
|--|--|
| Account Reconciliation & Positive Pay Alerts | |
| <input checked="" type="checkbox"/> ACH Positive Pay Notifies you when there is an exception item for this account that requires your attention. | <input checked="" type="checkbox"/>@easternbank.com <input type="checkbox"/>@hotmail.com <input checked="" type="checkbox"/> (781) 605-8... (text message) |

Both Text alerts and Email alerts may be enabled for any or all Positive Pay Alerts by checking the appropriate boxes next to the mobile phone number and/or an email address.

Click < Save changes >

Alerts for DEMO CHECKING 1 - *4691

| Alert | Send To |
|--|---|
| Account Reconciliation & Positive Pay Alerts | |
| <input checked="" type="checkbox"/> ACH Positive Pay Notifies you when there is an exception item for this account that requires your attention. | <input checked="" type="checkbox"/>@easternbank.com <input checked="" type="checkbox"/>@hotmail.com <input checked="" type="checkbox"/> (781) 605-8... (text message) |

Review all updates under the "Send to" column, repeat step above to make additional updates.

Alerts for DEMO CHECKING 1 - *4691

| Alert | Send To | |
|---|--|---|
| Account Reconciliation & Positive Pay Alerts | | |
| <input checked="" type="checkbox"/> ACH Positive Pay |@easternbank.com (781) 605-8... (text message) | Change • Delete |
| <input checked="" type="checkbox"/> Check Issue Approval Pending | (781) 605-8... (text message) | Change • Delete |
| <input checked="" type="checkbox"/> Positive Pay |@easternbank.com | Change • Delete |
| <input checked="" type="checkbox"/> Positive Pay Exception Reminder |@easternbank.com | Change • Delete |
| <input checked="" type="checkbox"/> ACH Positive Pay Exception Reminder | (781) 605-8... (text message) | Change • Delete |