Online Banking Conversion Information

As part of our efforts to make your banking experience better we will soon be upgrading our Online Banking platform to a more user-friendly and innovative system. This upgrade will be completed by **Monday, June 5, 2017**. Please use these resources to help you successfully navigate your new online banking experience. If you don't find what you're looking for, or need further assistance, contact our Online Support Teams.

Conversion and Online Banking Support Contact Numbers

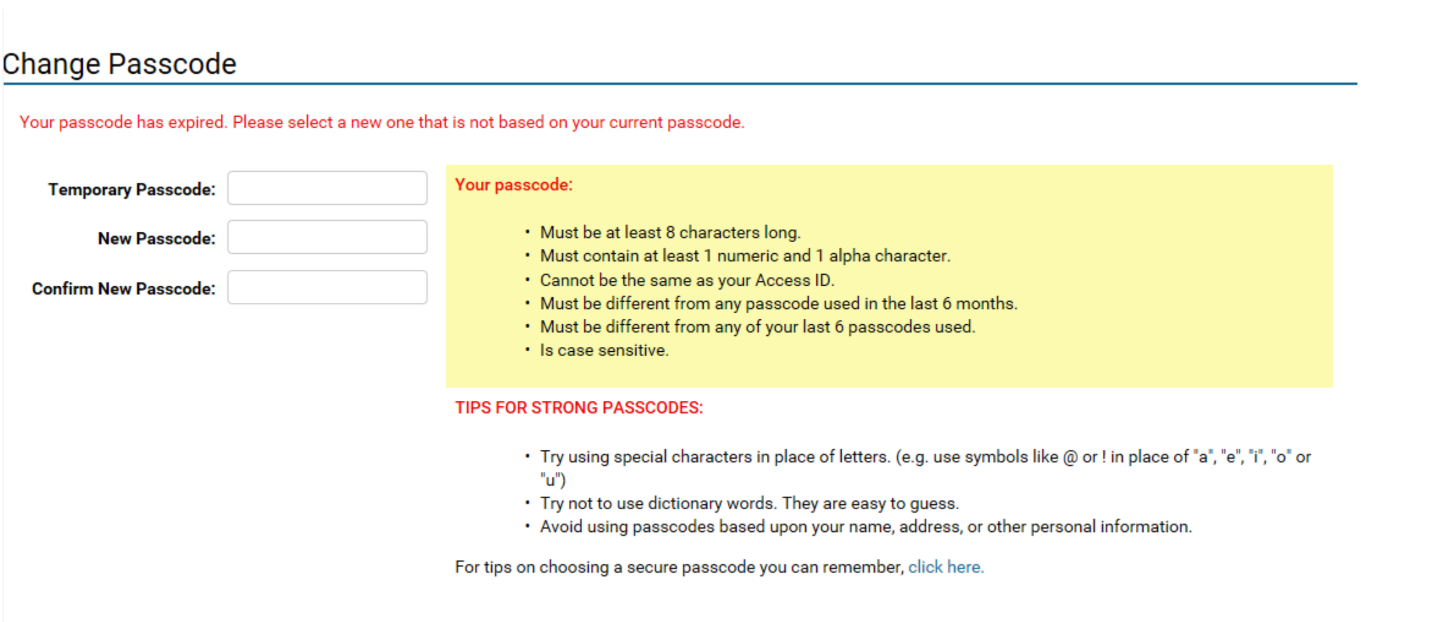
We are here to help you with the transition.

Personal Online Support: 321-784-8333
Commercial & Small Business Online Support: 407-601-3608
Support Hours: 8:30 a.m. to 5:00 p.m., Monday - Friday

Logging In

To log in to your account, please do the following.

1. Go to Sunrise Bank's web site at www.SunriseBank.com. Find and click the Online Banking login module. It is located at the top the web page.
2. In the Access ID box, type your access ID. (**This did not change**)
3. In the Passcode box, type your passcode (**Your temporary passcode is your five digit zip code plus the last four digits of your Tax ID or Social Security Number, no dashes or spaces**), and click Log In. *Example: Zip Code 32931 + Social Security Number 123-45-6789 = Passcode 329316789*
4. Once you log in to the new system, you will be prompted to change your password. **Passcodes are case sensitive**. Simply follow the step by step instructions for your login procedures. You will also be required to setup security questions to assist with identification.

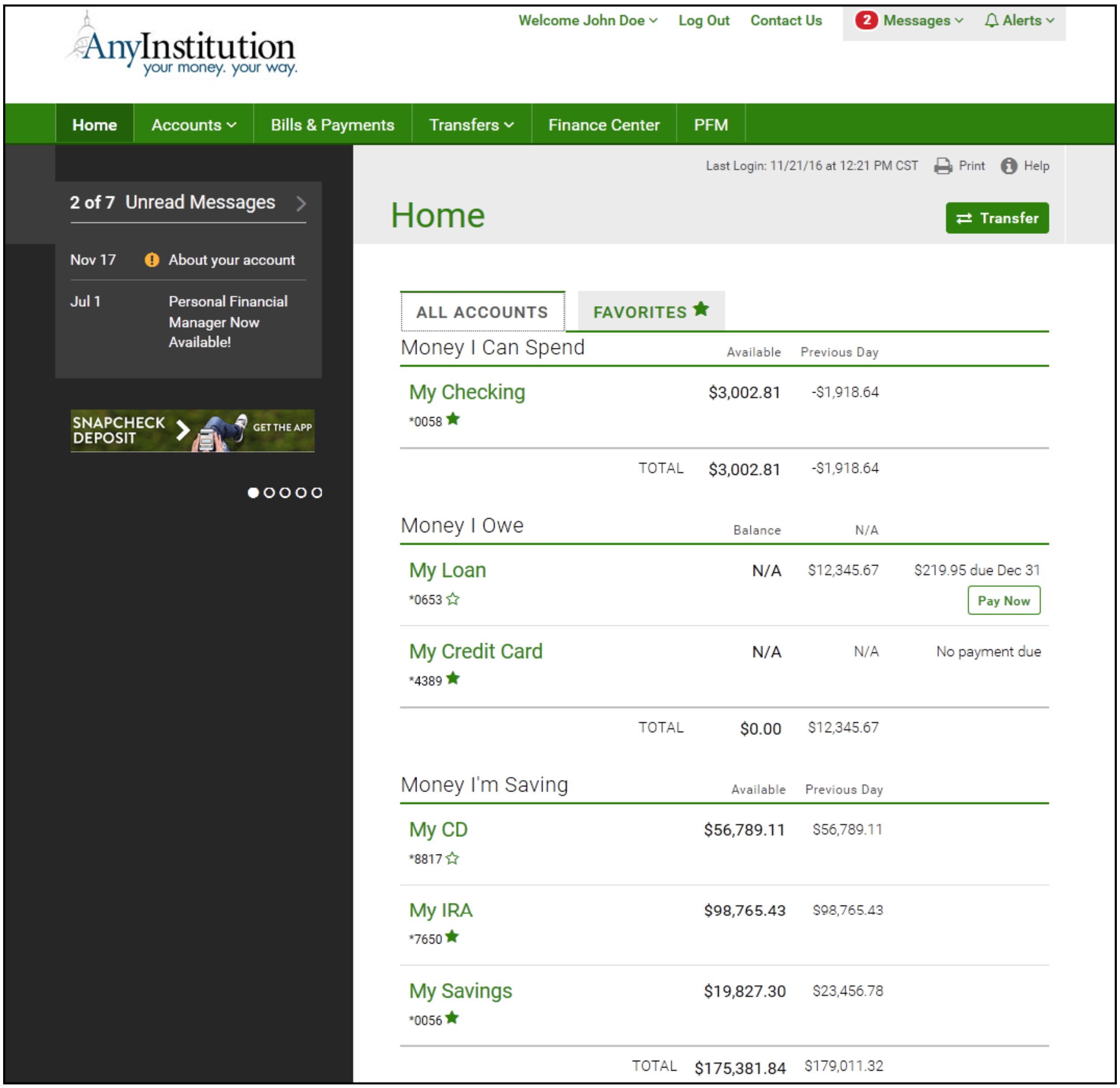


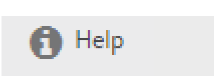
Basic Services Home Tab

The Home tab is the Online Banking start page. It provides an overview of your Online Banking accounts in a compact, simplified format. When you need more detail than the Home tab provides, it has links to let you jump directly to the appropriate pages.

On the Home tab, you can do the following.

- See basic information on the accounts
- If you have more than six accounts, set certain ones as Favorites
- See your Spendable Balance
- See new messages that come into your message inbox
- See service offers from Sunrise Bank





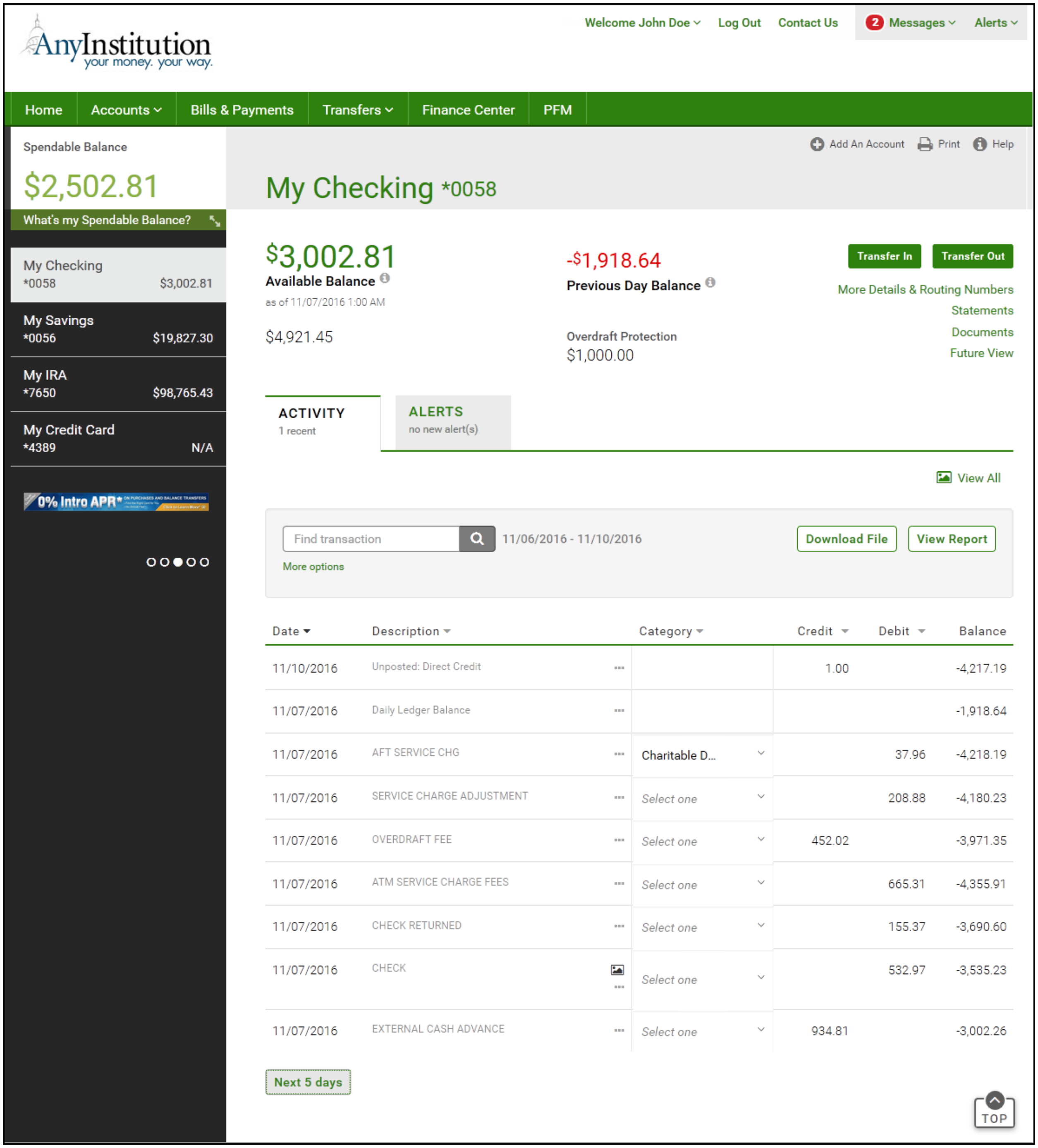
The Help icon is located near the top of each page. Clicking on this icon will provide specific help information to the page you are currently on as well as links to additional help topics.

Accounts Tab

You can manage your online accounts using the Accounts tab. This tab allows you to do any of the following.

- View account information, monthly statements, and transaction histories
- Transfer money between online accounts
- Download transaction histories into personal finance software, such as the Microsoft® Money and Intuit® Quicken®, or spreadsheets, such as Microsoft Excel®.
- View loan rates and loan payoff details
- View check images, statements, or other documents online

The main Accounts tab page lists information about the currently selected account, including the account balance and the date this balance was obtained.

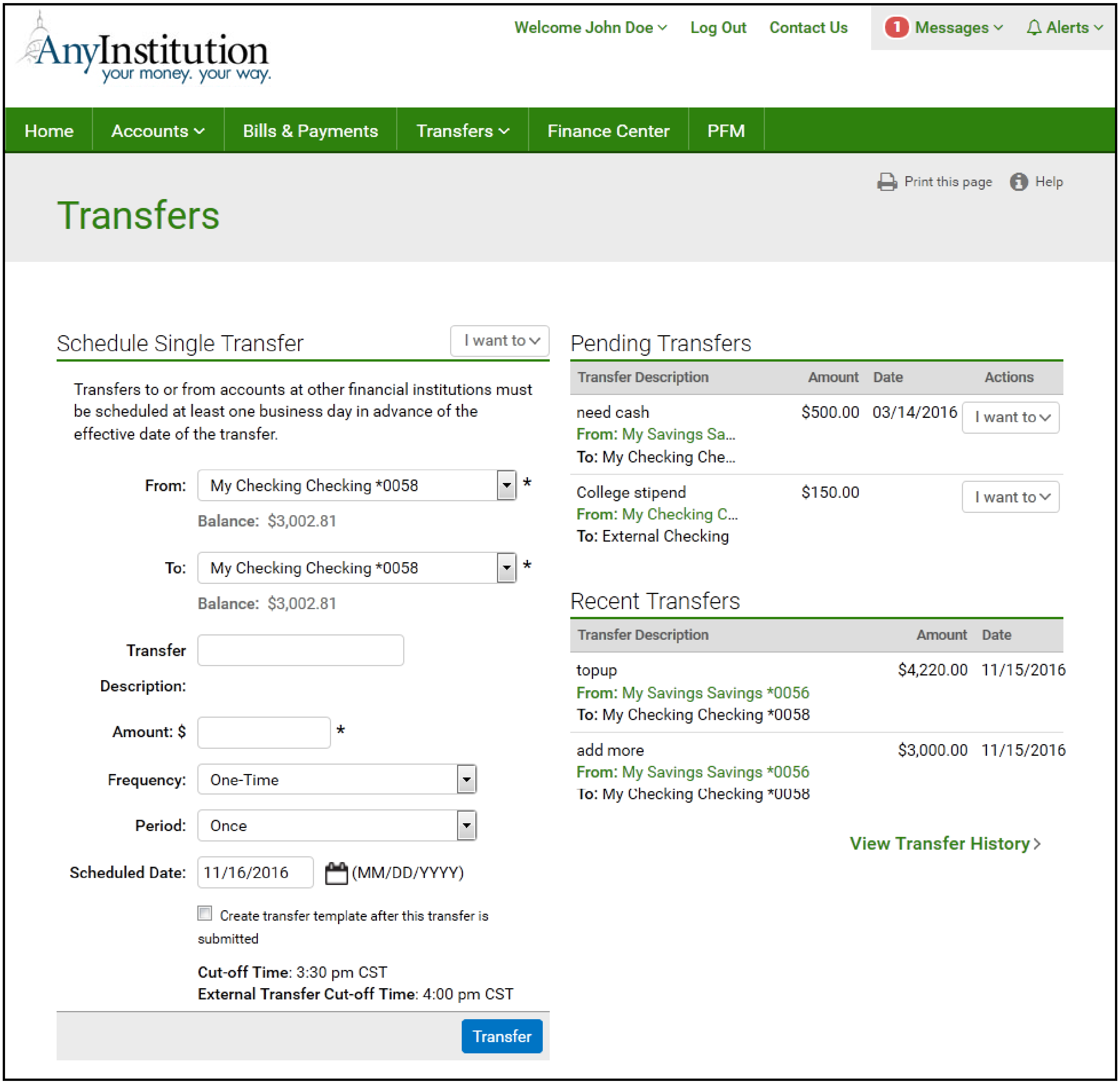


Transfers Tab

You can schedule account-to-account funds transfers using the Transfers tab.

- View and schedule account-to-account funds transfers
- View and schedule account-to-external account transfers
- View and print transfers histories
- Pay Sunrise Bank loan bills online

The Transfers tab allows users to view their pending account-to-account funds transfers.



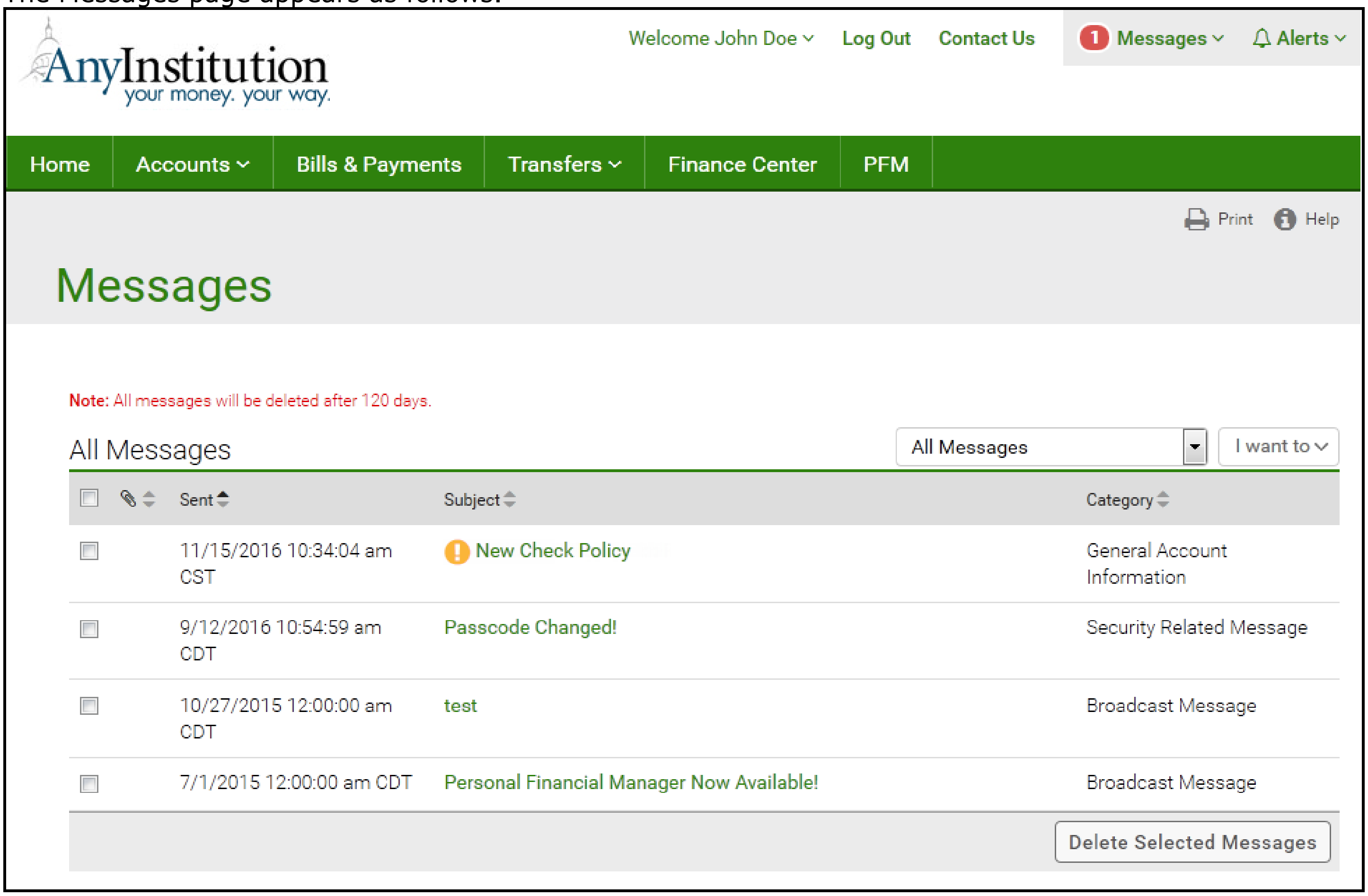
Messages Page

The Messages page is available via the Messages menu in the Welcome Center. You can read notifications from Sunrise Bank concerning your accounts using the Messages page. These messages can include answers to emailed questions, responses to requests for technical help, or messages generated automatically by the system, such as rescheduling a transfer due to insufficient funds.

You have access to the following services.

- Read notifications from Sunrise Bank
- Send secure (encrypted) messages to the Sunrise Bank
- Reply to received messages or broadcast messages from Sunrise Bank, or reply to system-generated alerts
- Send attachments with your messages

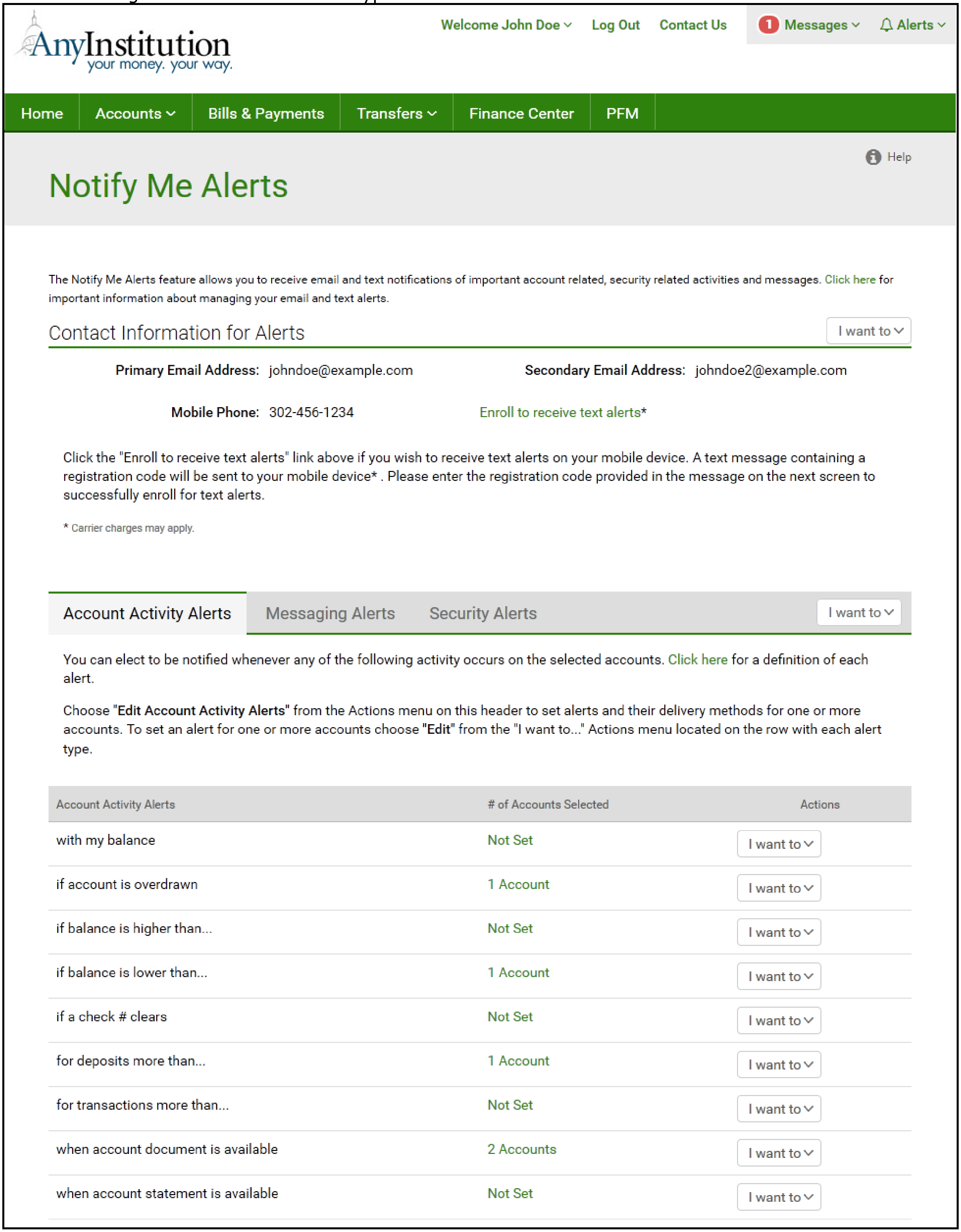
The Messages page appears as follows.



Notify Me Alerts Page

The Notify Me Alerts page is available via the Alerts option in the Welcome Center. You can select and configure automatic notifications to be sent to you when certain events occur using the Notify Me Alerts page. The Online Banking system provides three types of alerts. Account Activity alerts notify you of events on your accounts, such as balances, transfers, and deposits. Messaging alerts notify users of secure messages waiting for you on the website. Security alerts notify you of events that could potentially affect your online access.

The Notify Me Alerts page has a Contact Information section showing possible delivery modes, and three sub-tabs to organize the different alert types.



Services & Settings Page

The Services & Settings page is available via the Contact Us link in the Welcome Center, or the All Services & Settings item in the Welcome menu. You can access a variety of links to help manage your online accounts using the Services & Settings page. You will have access to features including the following.

- Add new online accounts or services
- Change passcodes and security verification question/answer
- Activate security tokens
- Update address information
- Set an account to a "No View" state
- Reorder checks
- Order copies of documents, such as canceled checks, disclosure forms and loan agreements
- Request to stop payment on checks
- Customize your session
- Send questions or comments to Sunrise Bank through encrypted messaging
- Look up contact information for Sunrise Bank

The Services & Settings page appears as follows. (See next page)

AnyInstitution
your money. your way.

Welcome John Doe | Log Out | Contact Us | 1 Messages | Alerts

Home | Accounts | Bills & Payments | Transfers | Finance Center | PFM

Help

Services & Settings

Quick Links *- Get the help you need faster*

- Change passcode
- Stop check payment
- Change phone, email or address
- View statements & documents
- Reorder checks

All Services & Settings

Security Actions

- Stop check payment

Preferences

- Transaction categories
- Add external transfer account
  - Modify external transfer processing method
- View statements & documents
- Modify account access
- Online accounts
  - Add account
  - Modify access & services

Banking Services

- Mobile Management
- Commercial Mobile Management
- Request documents
- Reorder checks

Security Settings

- Change phone, email or address
- Change your:
  - Access ID
  - Passcode
  - Security questions
- Security code delivery
- Request security token
  - Activate token

Display Settings

- Account nicknames
- Default history configuration
- Language

Other

- Email marketing preference
- Personal finance software access

Contact Us

800-419-8804
Fax 512-493-2500
Send a Secure Message

Any Institution
11950 Jollyville Rd
Austin, TX 78759