



# ONLINE eBANKING USER GUIDE

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## SECURITY AND PRIVACY STATEMENT

**Our Privacy Commitment to You.** We recognize, respect and protect the personal privacy rights of all our customers. We realize that our customers entrust us with personal information and it is our policy to maintain our customers' information in a confidential manner. We are committed to providing the highest level of security and privacy regarding the collection and use of our customers' personal information, as well as personal information of all consumers who visit our institution and website.

**Confidentiality and Security of Nonpublic Personal Information.** We restrict access to nonpublic personal information about you to those employees who need to know that information to provide products or services to you. We maintain physical, electronic and procedural safeguards that comply with federal standards to guard your nonpublic personal information.

**Nonpublic Personal Information We Collect.** We collect nonpublic personal information about you from the following sources:

- Information we received from you on application or other forms.
- Information about your transactions with us, our affiliates or others.
- Information we receive from a consumer reporting agency.

**Nonpublic Personal Information We Disclose.** We do not disclose, nor do we reserve the right to disclose, any nonpublic personal information about our customers or former customers to anyone, except to other nonaffiliated third parties as permitted by law.

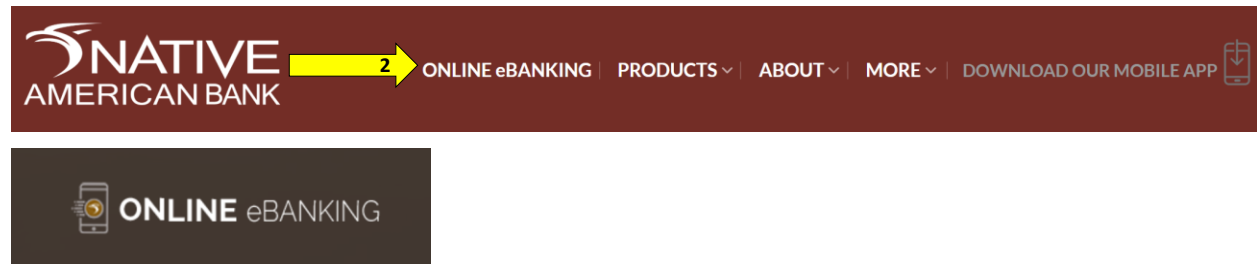
**Notify Us of Inaccurate Information We Report To Consumer Reporting Agencies.** Please notify us if we report any inaccurate information about your account(s) to a consumer reporting agency. Your written notice describing the specific inaccuracy(ies) should be sent to us at the following address:

Native American Bank  
201 N Broadway  
Denver CO, 80203

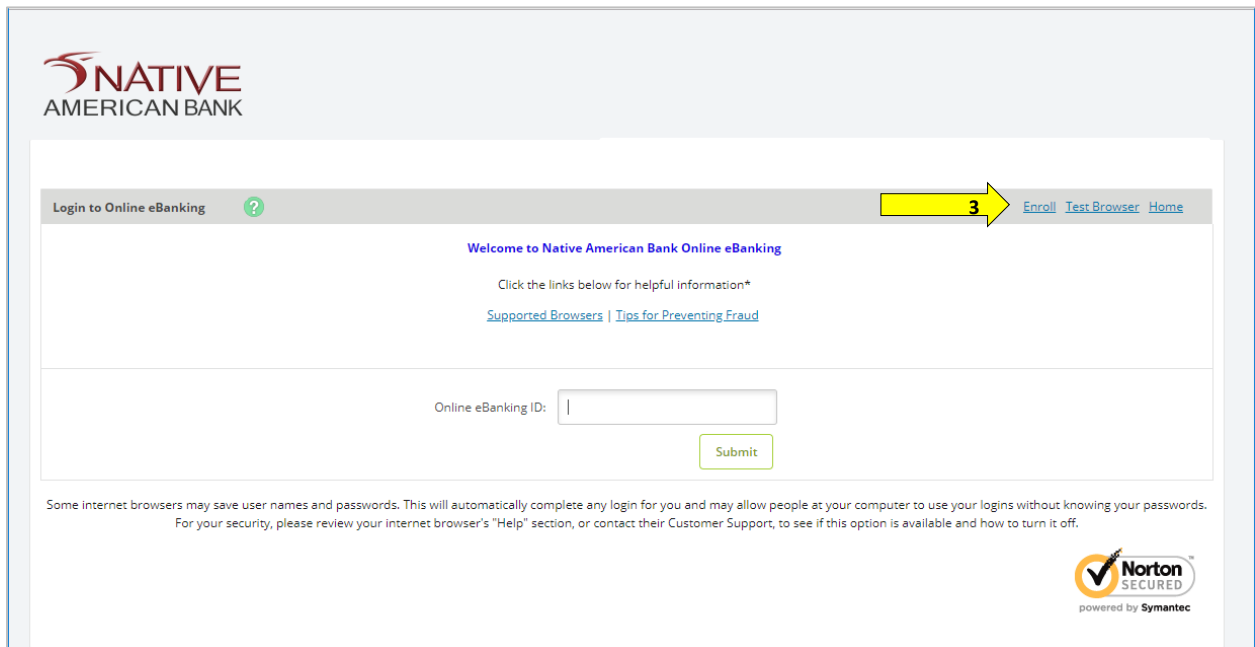
## NEW ONLINE eBANKING USER – FIRST TIME ENROLLMENT

The first time you login to Online eBanking, you will complete a one-time enrollment which activates your account(s) for access to Online eBanking. This setup process is intended to provide you with the best security possible.

1. Visit **www.nativeamericanbank.com**.
2. At the top of every page, you can select **Online eBanking**. You can also select the Online eBanking option under the Services Tailored To Your Needs section on the main page of the website.



3. Once you have accessed the Online eBanking page, click the **Enroll** button to begin the setup process of your Online eBanking account.



4. You must read and agree to the **Online eBanking Services Agreement** before continuing on to complete your enrollment to Online eBanking.

Native AMERICAN BANK

Online eBanking Agreement ?

Thank you for your interest in the Native American Bank Online Internet Banking Program ("Program"). This Agreement and Disclosure Statement ("Agreement") provides information about the Native American Bank Online eBanking service and contains the disclosures required by the Electronic Funds Transfer Act. Please review the following disclosure information. Once you have completely reviewed the information, click "I Understand and Accept" to indicate your agreement and to begin the process of enrolling in Online eBanking.

1. Acceptance of Terms and Conditions

You may become eligible for the Program by submitting the Native American Bank Online Enrollment Application. By submitting the Online Enrollment Application and clicking "I Understand and Accept" as described above, or by initially accessing the Service, you are agreeing to the terms and conditions of this Agreement.

You agree to use the Program solely for the services described in the Agreement and designated by you in the Online Enrollment Application, and solely in

**4** I Agree I do not Agree

Log Out

5. Select either Personal or Business account. Enter your **Social Security Number** (do not enter dashes), **account number** (without preceding zeros) and the **email address** on file with Native American Bank.

Native AMERICAN BANK

Account Type ?

Retail  Business

**5** \*Tax ID #

**5** \*Account #

**5** \*Email

Cancel Continue **5**

Log Out

6. A. Input your **First, Middle and Last Name**, the **mailing address on file** with the bank, and your **date of birth** (mmddyyyy).
- B. For Business accounts, input the **Business Name** and the **mailing address on file** with the bank.
- C. If any information is entered incorrectly, an **Error Message** will appear. If you have tried to enroll in Online eBanking multiple times and keep getting an error message, contact Native American Bank for help to complete the enrollment process.

Log Out

**NATIVE**  
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Personal Information ?

6a → First Name

Middle Name

Last Name

6a → Street Address 1

Street Address 2

City

State

Zip

6a → Birth Date

Cancel Submit ← 6a

Log Out

**NATIVE**  
AMERICAN BANK

Business Information ?

6b → Business Name

6b → Street Address 1

Street Address 2

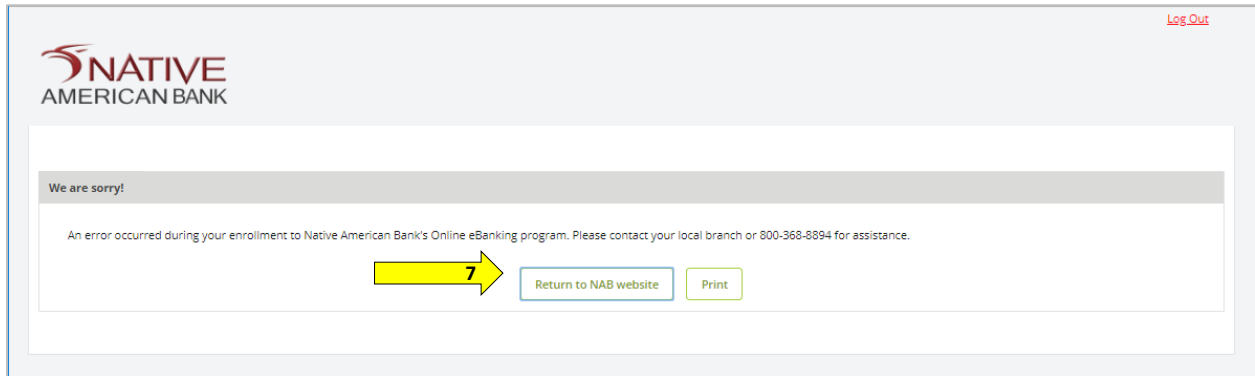
City

State

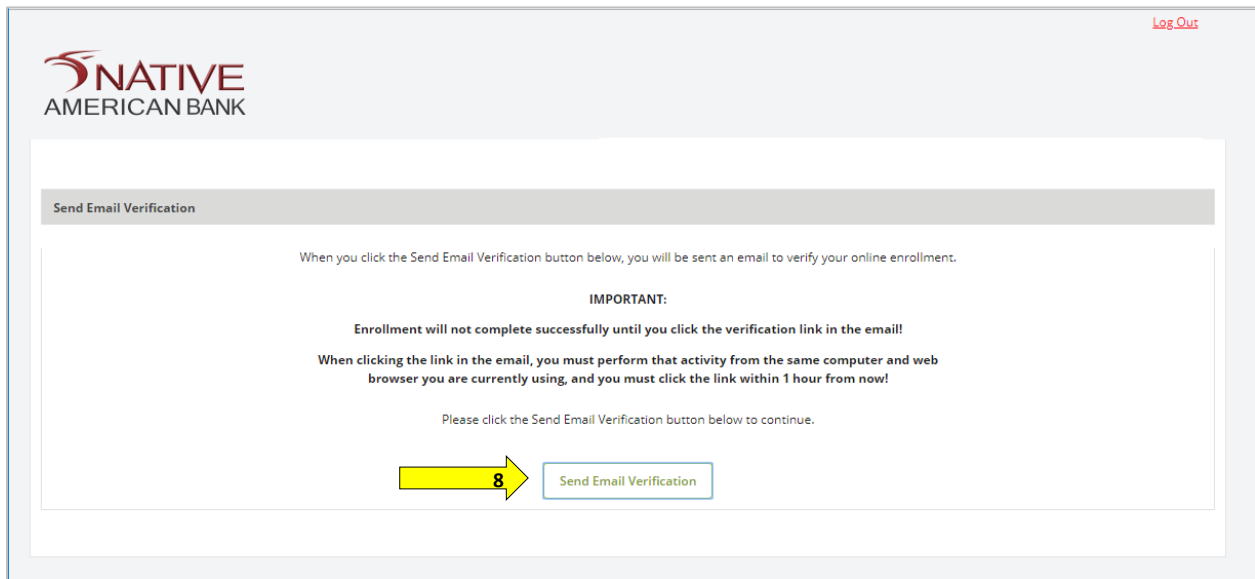
Zip

Cancel Submit ← 6b

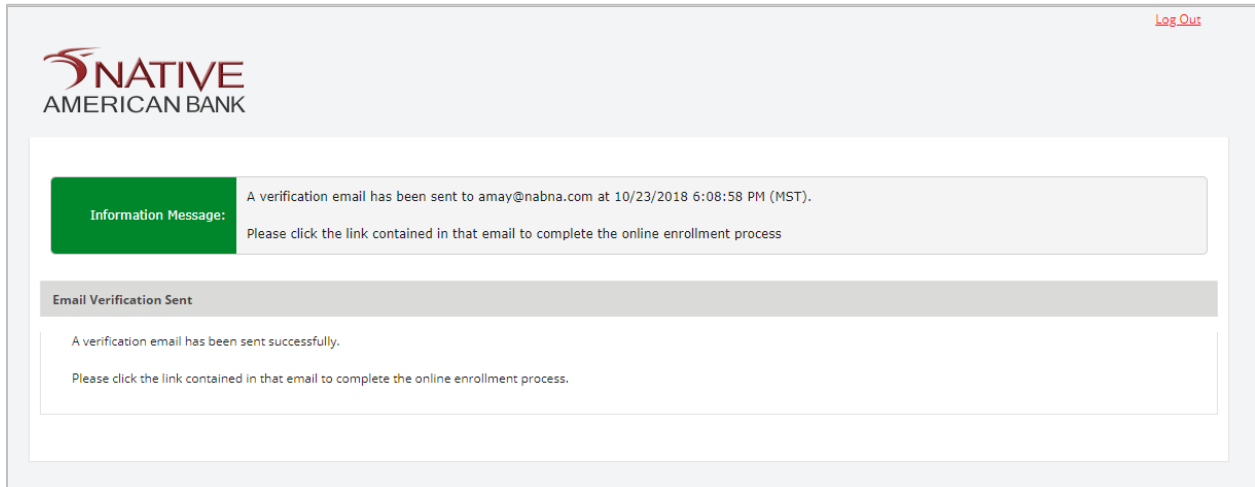
7. If the information entered does not match the information provided to Native American Bank, an error message will appear preventing further enrollment in Online eBanking. You can return back to the NAB website and try enrolling again. If you fail the enrollment process multiple times, you will be required to contact Native American Bank to help complete your enrollment to Online eBanking.



8. If the information is entered correctly and matches the information provided to the bank, you will see the following message. To get to the next step of the enrollment process you need to select the **Send Email Verification** button.

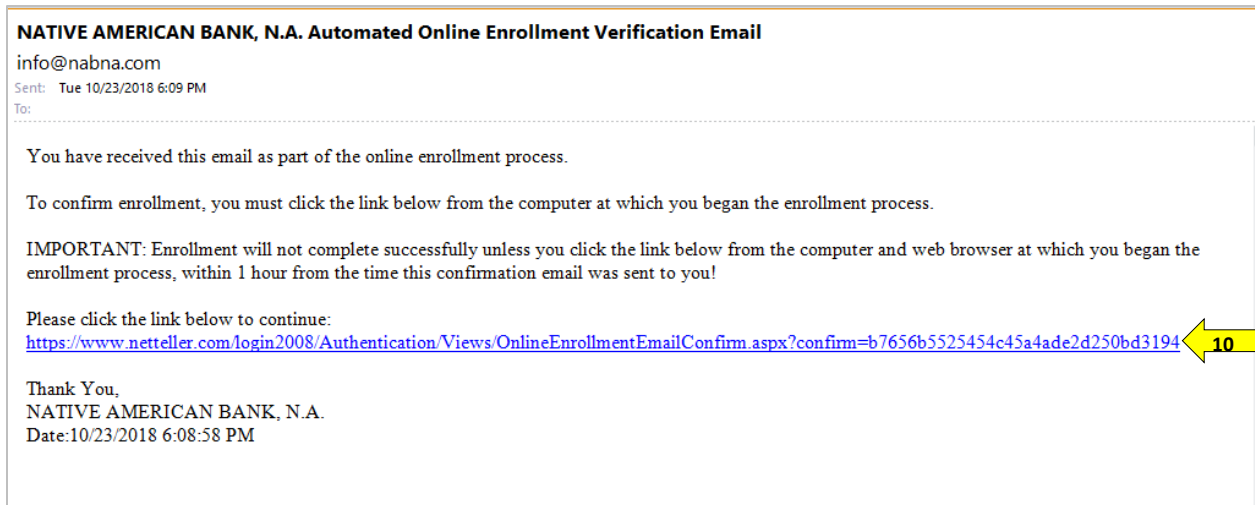


9. When the Verification Email has been successfully sent, the following message will appear.



The screenshot shows the Native American Bank website interface. In the top right corner, there is a red "Log Out" link. The Native American Bank logo is in the top left. A green box on the left contains the text "Information Message:". To its right, a grey box contains the text: "A verification email has been sent to amay@nabna.com at 10/23/2018 6:08:58 PM (MST). Please click the link contained in that email to complete the online enrollment process". Below this, a grey bar reads "Email Verification Sent". Underneath, a white box contains the text: "A verification email has been sent successfully. Please click the link contained in that email to complete the online enrollment process."

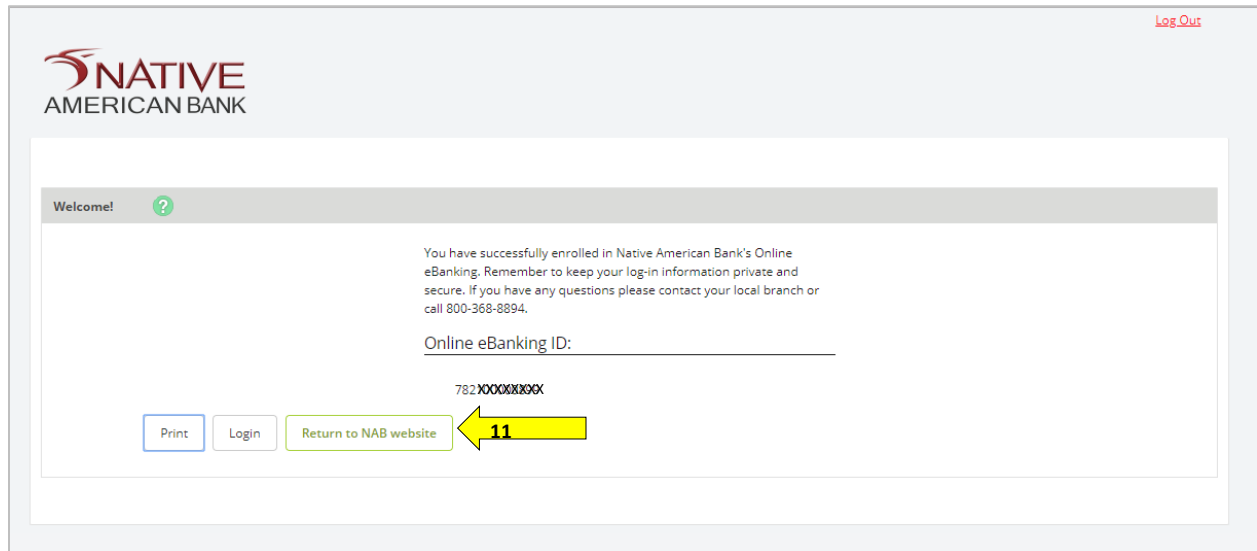
10. You will then need to log on to your personal email account from the same computer that you started the enrollment process on. The verification email will contain a hyperlink that will only be **valid for only 1 hour** after being sent. **Click the hyperlink** to complete the enrollment process.



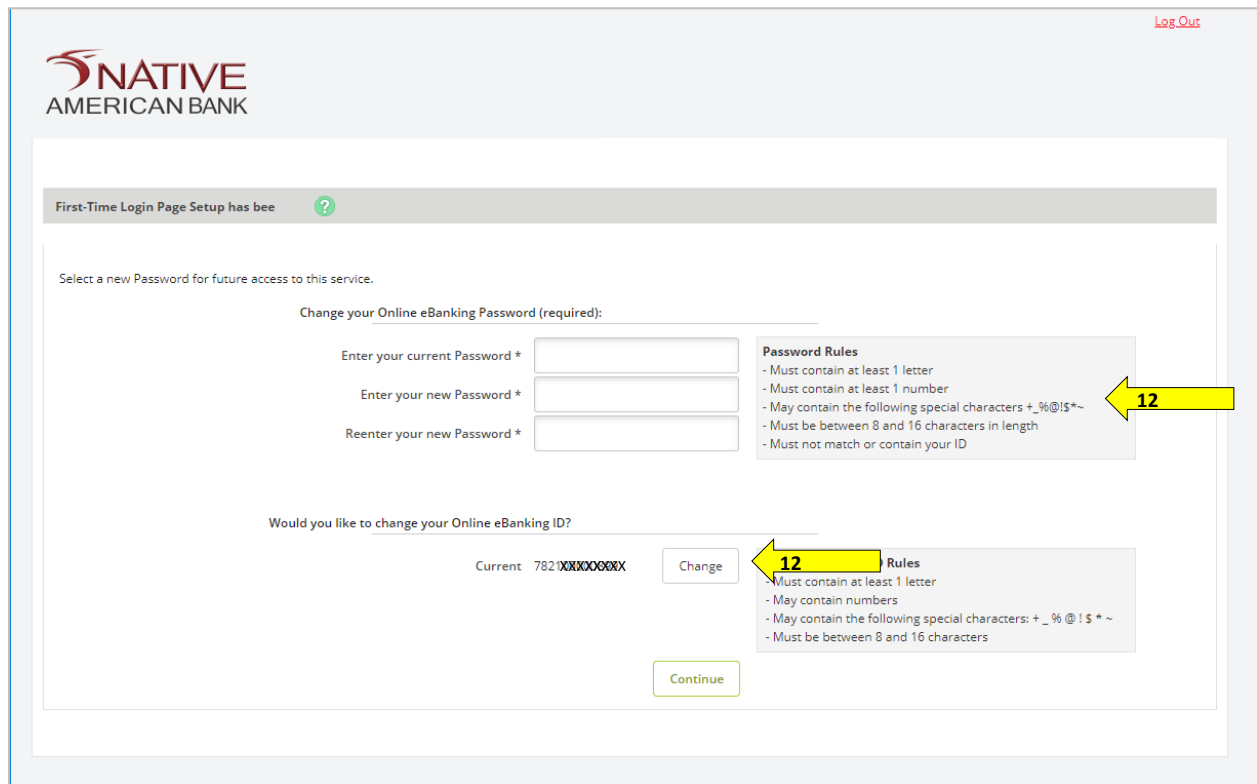
The screenshot shows an email titled "NATIVE AMERICAN BANK, N.A. Automated Online Enrollment Verification Email". The sender is "info@nabna.com" and it was sent on "Tue 10/23/2018 6:09 PM". The email body contains the following text: "You have received this email as part of the online enrollment process. To confirm enrollment, you must click the link below from the computer at which you began the enrollment process. IMPORTANT: Enrollment will not complete successfully unless you click the link below from the computer and web browser at which you began the enrollment process, within 1 hour from the time this confirmation email was sent to you! Please click the link below to continue: <https://www.netteller.com/login2008/Authentication/Views/OnlineEnrollmentEmailConfirm.aspx?confirm=b7656b5525454c45a4ade2d250bd3194>". A yellow arrow points to the end of the hyperlink with the number "10". The email concludes with "Thank You, NATIVE AMERICAN BANK, N.A. Date:10/23/2018 6:08:58 PM".



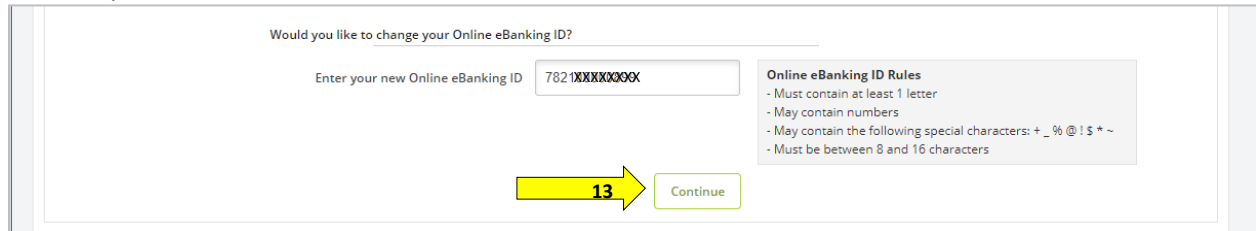
11. The hyperlink from the email will take you to the following page. This page will provide you with an Online eBanking ID. You will need this 12 digit ID number to log on to Online eBanking for the first time. Once you have written or copied your Online eBanking ID, select the button that says **Return to NAB website**.



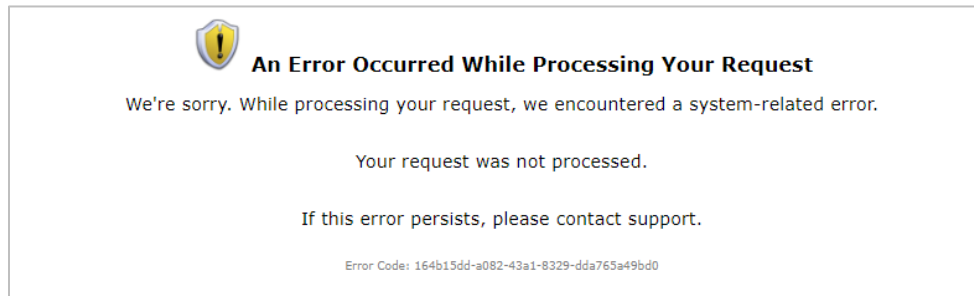
12. You will be taken to a page where you need to create a password. Your initial password is the **Last 4 digits of your Social Security Number**. Follow the Password Rules for creating a new password. If you want to change your Online eBanking ID from the system generated one to one of your choosing, select the Change button next to the Current ID.



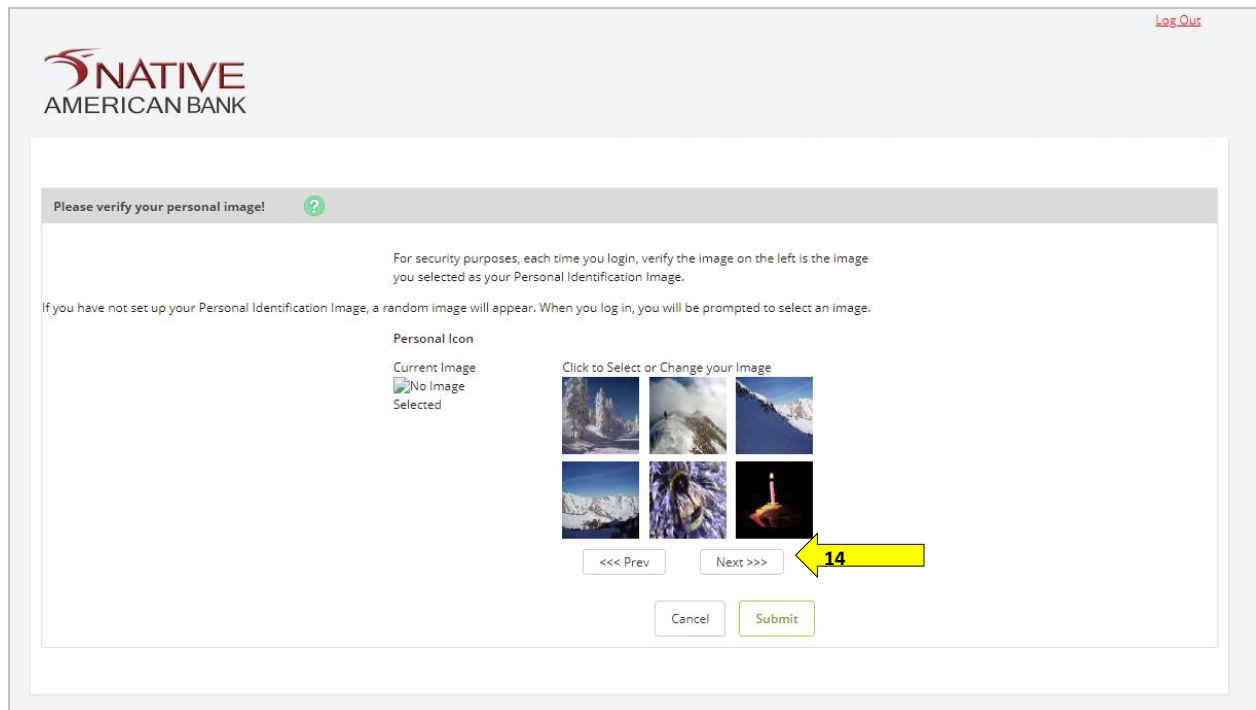
13. After selecting the **Change** button, the Online eBanking ID section will open up for editing. You need to follow the Online eBanking ID Rules for creating a new ID. Select the **Continue** button when ready.



The system will not allow multiple people to have the same ID. If you try to create a new ID that is already being used by another Online eBanking User, you will get the error message below. Open a new web browser and complete Steps 1 and 2. When you get to the Login to Online eBanking screen, enter the system generated Online eBanking ID. You will then enter your initial password from Step 12. Follow Step 12's instructions to move forward.



14. Select a **Security Image**. Select the Next button under the images displayed to filter through more options. This image will be shown each time you log in as a security measure.



15. This is a description of our Security Features. After you have read it, select the Continue button.

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[Log Out](#)

**Security Features**

**What is it?**  
In order to make your online banking experience as secure as possible, we are introducing a new security feature that detects any uncharacteristic or unusual behavior involving your account. If anything out of the ordinary is detected we will verify your identity.

**How does it work?**  
If we detect any unusual or uncharacteristic activity, we will ask you to answer your security questions to make sure that it's really you. This will most likely be a very rare occurrence.

**What are the next steps?**  
Answer and verify three security questions.  
Continue banking, with an even higher level of security!

Continue

16. From the drop down menus, select three Verification Questions and create answers.

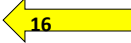
**NATIVE**  
AMERICAN BANK

[Log Out](#)

**Verification Questions (required):**

From now on we will monitor the login activity and transactions performed in your account. If we suspect a high-risk transaction is about to be performed, we will ask you a few verification questions.

Please select one question from each of the drop-down menus. Answers are not case sensitive.

Question One:  

Answer:

Question Two:

Answer:

Question Three:

Answer:

Submit

17. You will need to **Confirm** the questions and answers you have chosen for your Verification Questions. If an answer is incorrect, select the Edit button to return to Step 16 and make the necessary changes.

Log Out

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Settings Modification (optional):

If you would like to change the verification information you previously selected, please do so.

It is not required that you change your information.

Question One: Which city were you in at the turn of the millennium?  
Answer: Your Answer

Question Two: In which city did your parents get married?  
Answer: Your Answer

Question Three: What is the name of the college your spouse attended?  
Answer: Your Answer

17 → Edit Confirm

18. This page is a description of the question you will need to create in the next step. Make sure to read this so that you know when this extra question will be asked.

Log Out

**NATIVE**  
AMERICAN BANK

Your settings have been saved.

Thank you for completing the setup of your verification information. Again, we will only ask you to answer the questions if we detect any unusual or uncharacteristic activity. Click 'Continue' below to continue your session.

Continue

19. You will need to create a question and answer for any potentially fraudulent activity. It is best to make this question and answer different than your Security Verification questions and answers. An example of a question and answer is below. Once this question is created and the **Submit** button is selected you will be fully enrolled and logged in to Online eBanking!

[Log Out](#)

**NATIVE AMERICAN BANK**

**Personal Information**

Enter/Update Email Address, Password Reset Question & Answer

Email address on file:

\* The question and answer field below are used to prompt you when you need to reset your password.

Password Reset Question:

**19**

Password Reset Answer:

Contact Us [Log Out](#)

**NATIVE AMERICAN BANK**

Online eBanking | Bill Pay | ES | Settings

Dashboard | Accounts | Interest Rates | Transactions | Transfers | Account Info

**Information Message:** Your e-mail address has been submitted.

Welcome Your Name

**Deposit Accounts** View 5 | 10 | 20 | 50 | 100 | ALL

Account (Click for Details)	Checking/Savings	Status	Options
XXXXXXXXXX	\$1.00		Select Option
XXXXXXXXXX	\$0.66		Select Option

**Customer Summary Information**

2 Deposit accounts with a total balance of \$1.66


You have accessed Online eBanking 1 time(s) since Tuesday, October 23, 2018 6:11:53 PM Mountain Time [Reset this counter](#)

Password Page Self Reset 

Please enter your Online eBanking ID

E-mail Address on file

E-mail Subject  [What's this](#)

Password Page Self Reset 

Thank you. You will receive an e-mail shortly with instructions on how to reset your Password.

[Return to Table of Contents](#)

## Online eBanking Tab

After your successful enrollment in Online eBanking, you will immediately see this page. It is the Online eBanking Accounts page. This page has been set as the default home page for all Online eBanking users. The next few pages will walk you through the options available in the Online eBanking tab. If you ever need more information about what to do on a screen, you can select the question mark in the green circle and a pop-up box will appear and give you more information.

### 1. Online eBanking – Accounts

From the main screen, you will see a listing of all of your deposit and loan accounts linked to your Online eBanking account along with the current balance. If your Online eBanking account receives Alerts, they will appear under the Welcome (Your Name)! message. At the bottom of the screen you will be shown the last time your Online eBanking account was accessed and how many times your Online eBanking account has been accessed in the last month. Your security image will appear at the bottom of each page you visit while in Online eBanking.

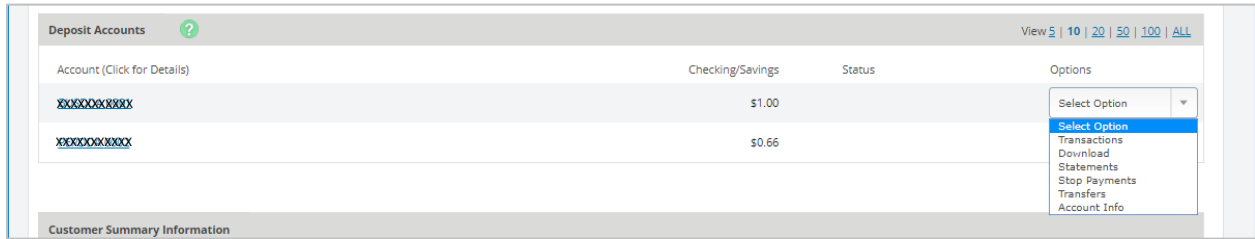
The screenshot displays the Native American Bank Online eBanking interface. At the top right, there are links for "Contact Us" and "Log Out". The main header features the "NATIVE AMERICAN BANK" logo. Below the logo is a navigation bar with icons for "Online eBanking", "Bill Pay", "ES", and "Settings". A secondary navigation bar includes "Dashboard", "Accounts", "Interest Rates", "Transactions", "Transfers", and "Account Info".

The main content area starts with a "Welcome Bunny Test!" message. Below this is a "Deposit Accounts" section with a green question mark icon and a "View" dropdown menu showing options for 5, 10, 20, 50, 100, and ALL. A table lists the accounts:

Account (Click for Details)	Checking/Savings	Status	Options
XXXXXXXXXX	\$1.00		Select Option
XXXXXXXXXX	\$0.66		Select Option

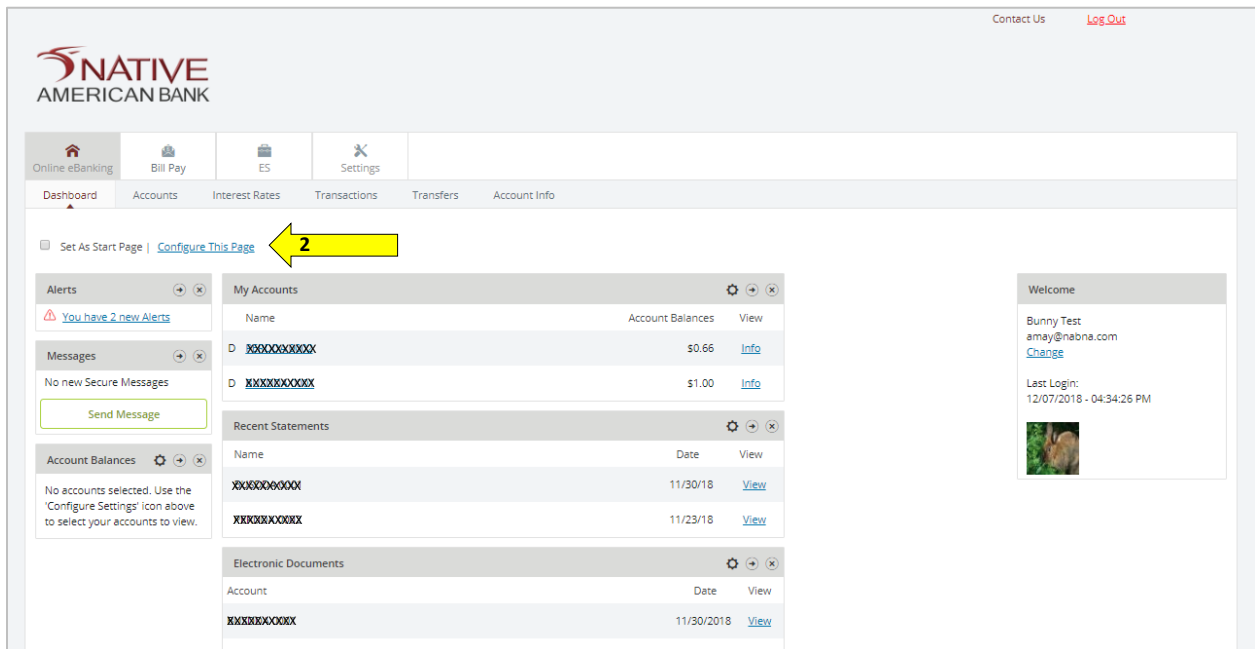
Below the table is a "Customer Summary Information" section stating: "2 Deposit accounts with a total balance of \$1.66". At the bottom, there is a security notice: "You last accessed your Online eBanking account on Wednesday, December 5, 2018 6:48:58 PM Mountain Time. You have accessed Online eBanking 10 time(s) since Wednesday, November 7, 2018 6:15:41 PM Mountain Time. [Reset this counter](#)". A small image of a rabbit is visible in the bottom left corner.

Each account will have a dropdown list of possible actions you can take on that specific account. These options will also appear under the Online eBanking tab once you click into a specific account.



## 2. Online eBanking – Dashboard

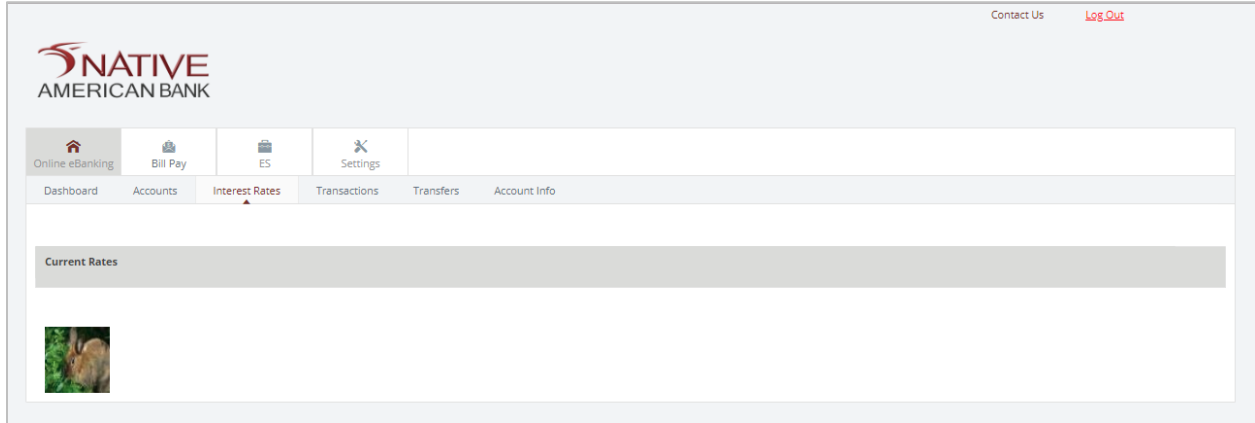
This is the Dashboard screen. This screen is very similar to the Accounts screen, but in a different format. If you want, you can set the Dashboard screen as the home page for your Online eBanking account instead of the Accounts screen. From the Dashboard screen you can send secure messages to Native American Bank and receive replies in return. You can also change the way the information is displayed by choosing the Configure This Page hyperlink. You can change the columns in which information is shown or even remove sections you don't wish to view.





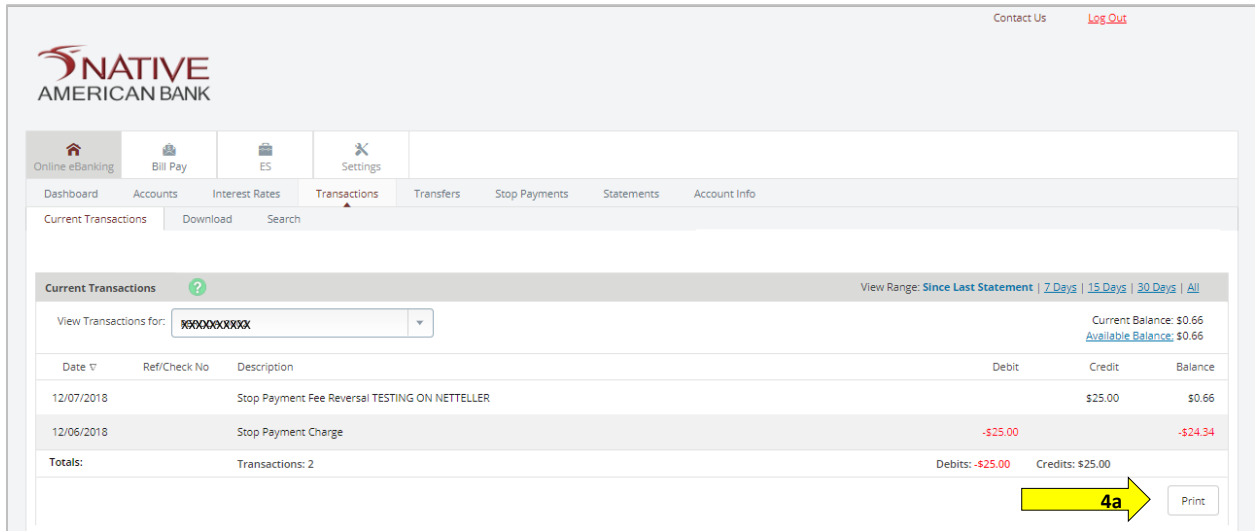
3. Online eBanking – Interest Rates

Interest rates for Native American Bank are not provided in Online eBanking but are available in the website at [www.nativeamericanbank.com](http://www.nativeamericanbank.com). Interest rates on the website are updated as soon as any changes to the rates are made.



4. Online eBanking – Transactions

*Current Transactions:* This page will show the current transactions for whichever account is selected from the dropdown menu. The transactions will be listed in descending order with the most recent transactions at the beginning and the older transactions toward the bottom. You can determine the date range of what transactions are listed by selecting a preset option in the upper right section of the Current Transactions subheading. You can print a listing of your current transactions by selecting the Print button. A printable format of the transaction list, including the totals of debits, credits and the daily balance will appear for you to select the printer of your choice.



**Download:** From this section, you can select a specific account and date range of transactions to download into an external format to make your bank statement information easily convertible to another source for bookkeeping.

The screenshot shows the 'Download Transactions' page. At the top right, there are links for 'Contact Us' and 'Log Out'. The navigation bar includes 'Online eBanking', 'Bill Pay', 'ES', and 'Settings'. Below this is a menu with 'Dashboard', 'Accounts', 'Interest Rates', 'Transactions', 'Transfers', 'Stop Payments', 'Statements', and 'Account Info'. The 'Transactions' menu is active, showing 'Current Transactions', 'Download', and 'Search'. The main content area is titled 'Download Transactions' and contains the following form elements:

- \* Indicates Required Field
- \* Download Transactions for Account: [XXXXXXXXXX] (dropdown menu)
- \* Select Download Range: [Select option...] (dropdown menu)
- \* Select Download Format: [Select option...] (dropdown menu)
- [Download] button

A yellow arrow labeled '4b' points to the account dropdown menu.

The left screenshot shows the 'Select Download Range' dropdown menu with the following options:

- Select option...
- Since Last Download
- Since Last Statement
- Date Range

The right screenshot shows the 'Select Download Format' dropdown menu with the following options:

- Select option...
- Open Financial Exchange (OFX)
- Intuit QuickBooks (IIF)
- Personal Finance (QIF)
- Spreadsheet (CSV)
- Word Processing (TXT)

Yellow arrows labeled '4b' point to these dropdown menus.

**Search:** If you are looking for a specific transaction, you can use this section to search by various criteria for the item you are in search for.

The screenshot shows the 'Search Transactions' page. At the top right, there are links for 'Contact Us' and 'Log Out'. The navigation bar includes 'Online eBanking', 'Bill Pay', 'ES', and 'Settings'. Below this is a menu with 'Dashboard', 'Accounts', 'Interest Rates', 'Transactions', 'Transfers', 'Stop Payments', 'Statements', and 'Account Info'. The 'Transactions' menu is active, showing 'Current Transactions', 'Download', and 'Search'. The main content area is titled 'Search Transactions' and contains the following form elements:

- Search Transactions For: [XXXXXXXXXX] (dropdown menu)
- By Date: From [11/1/2018] (calendar icon) To [11/30/2018] (calendar icon)
- By Amount: Begin \$ [ ] End \$ [ ]
- By Check #: Start [ ] End [ ]
- Sort: By [Date] (dropdown) Then By [ ] (dropdown) Then By [ ] (dropdown) Then By [ ] (dropdown)
- Sort Order:  Descending  Ascending
- View: [Debits and Credits] (dropdown)  Include Checks  Include Electronic Transactions
- [Search] button

A yellow arrow labeled '4c' points to the 'Search' button.

## 5. Online eBanking – Transfers

**New Transfer:** To make transfers between your Native American Bank accounts, you can use this section. You will need to select the accounts being transferred to and from, the transfer amount, frequency and date of transfer. Possible frequency options are One Time, Weekly, Bi-Weekly, Semi-Monthly and Monthly. The One Time frequency is the only frequency option that does not require a Stop Date to be entered. Stop Dates can only extend out 50 years. The Weekly and Bi-Weekly frequencies will require you to pick the date of the week that the transfer will occur on and for the Semi-Monthly and Monthly options, you will have to pick the day of the month that the transfer takes place. For all the possible frequencies, you have the option to enter a Transfer Memo. The Transfer Memo will appear in the description section of the Current Transactions. After you enter the transfer information you will select Submit.

The screenshot shows the 'New Transfer' form in the Native American Bank online banking interface. The form includes the following fields and options:

- \* Transfer funds from: XXXXXXXXXXXX (Available Funds: \$1.00)
- \* Transfer funds to: Select one...
- Payment options: None
- \* Transfer amount: [Empty text box]
- \* Frequency: One Time
- \* Transfer Date: 12/06/2018
- Transfer Memo: (optional)

A yellow arrow labeled '5a' points to the 'Submit' button.

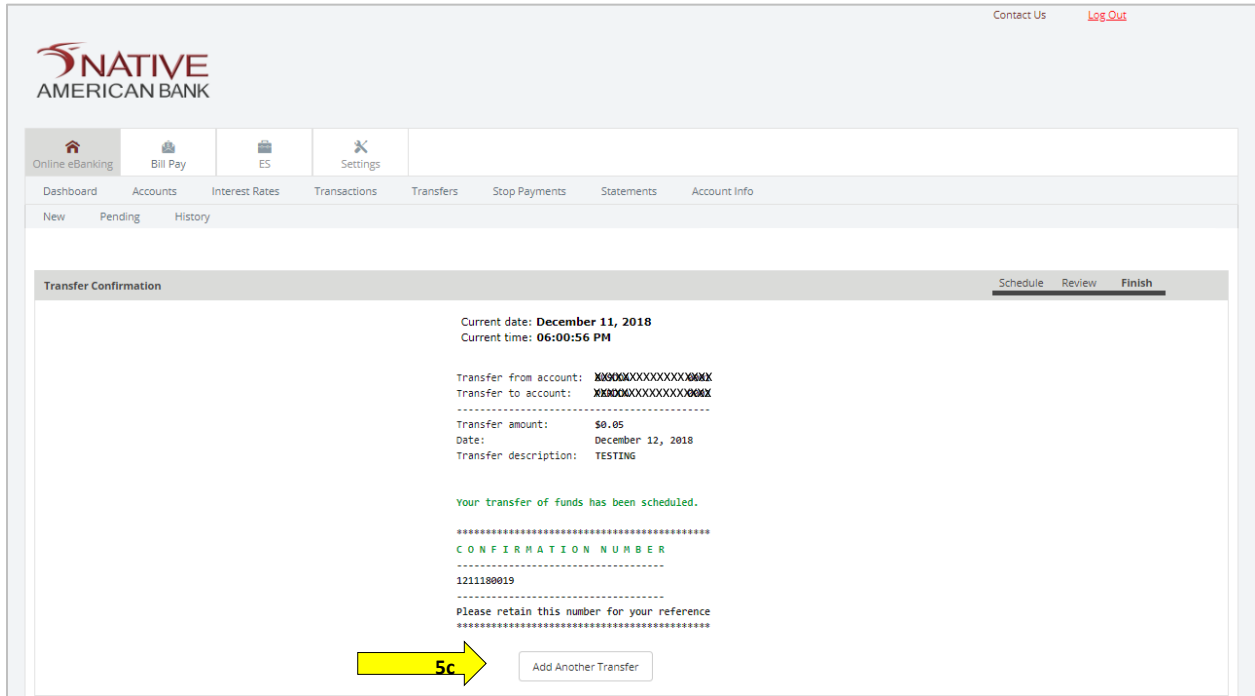
The next screen you see will be the Review screen. You can Cancel or Edit the transfer if you wish. If the information for the transfer is correct, you will select the Confirm button.

The screenshot shows the 'Review Transfer' screen in the Native American Bank online banking interface. The screen displays the following transfer details:

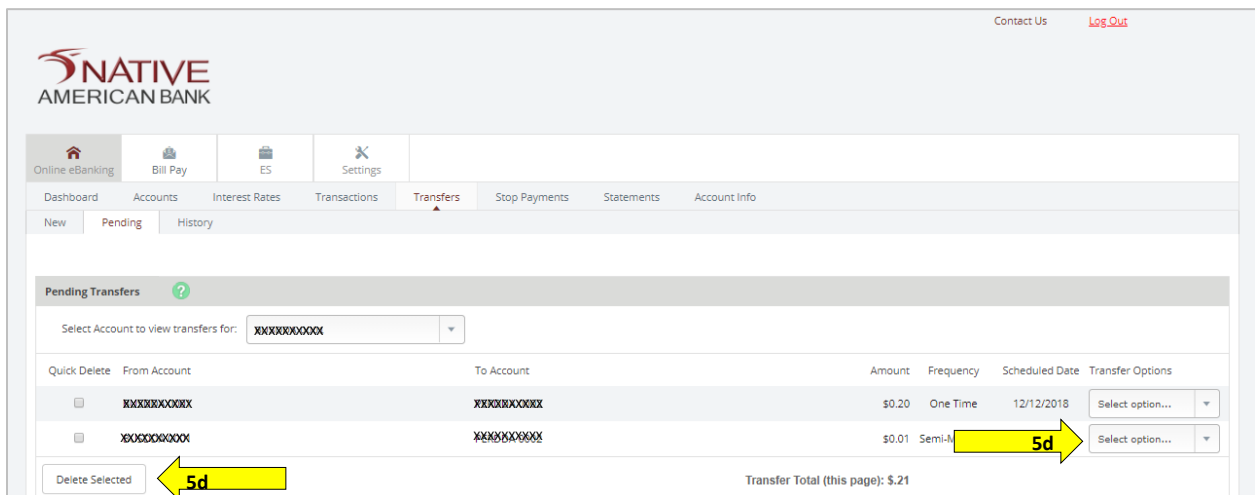
- Transfer funds from: XXXXXXXXXXXX
- Transfer funds to: XXXXXXXXXXXX
- Payment options: None
- Transfer amount: \$0.05
- Frequency: One Time
- Transfer Date: 12/11/2018
- Transfer Memo: TESTING

Buttons for 'Cancel', 'Edit', and 'Confirm' are visible. A yellow arrow labeled '5b' points to the 'Confirm' button.

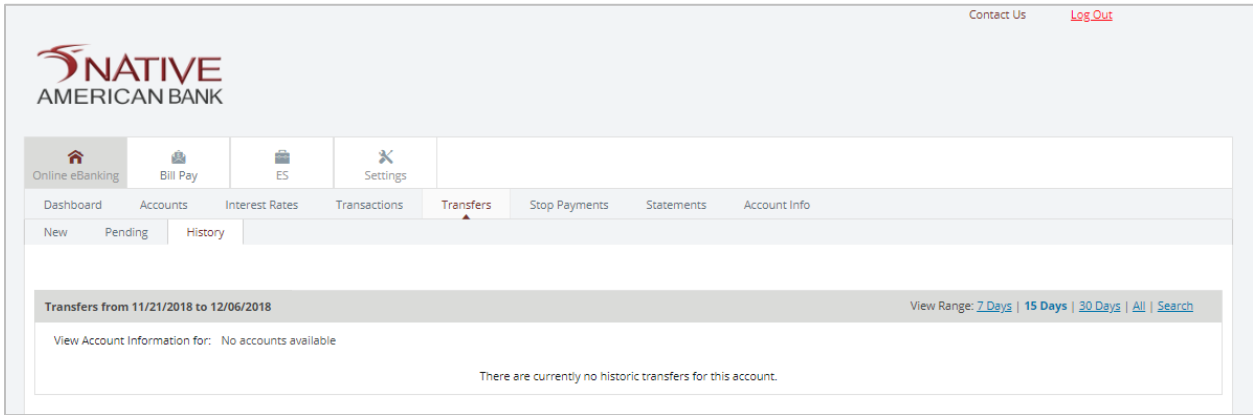
After you select the Confirm button, a Confirmation page will appear. This will tell you the transactional information, such as the date and time the transfer was entered, the date transfer will take place, along with the amount of the transfer and any Transfer Memo information you entered. You will also get a confirmation number. If your transfer does not take place, the confirmation number can help Native American Bank search for the transaction. Once you see this page, your transfer is complete. If you wish to enter another transfer, you can select the Add Another Transfer button and be taken back to the New Transfer screen.



**Pending:** This screen will show all the pending transactions for the account selected. Only debit transactions are shown. The transfer will not appear as Pending on the credit account. You can delete a transfer by selecting the Quick Delete button to the left of the transfer and clicking the Delete Selected button. You can also View, Edit or Delete a transfer by selecting an option from the dropdown menu to the right of the transfer. If you choose to Delete a transfer, you will be given the option to cancel or confirm the decision in a pop-up screen.

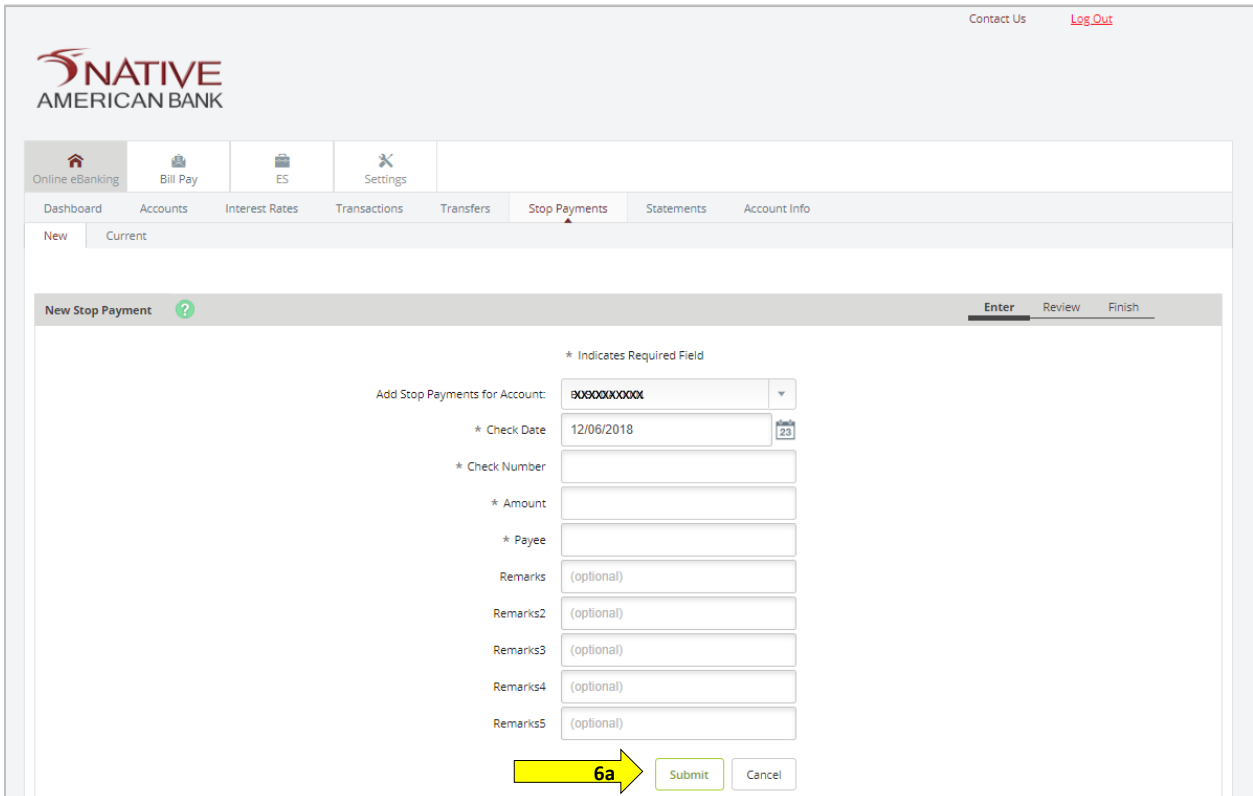


History: Previously completed transfers will be listed on this page.

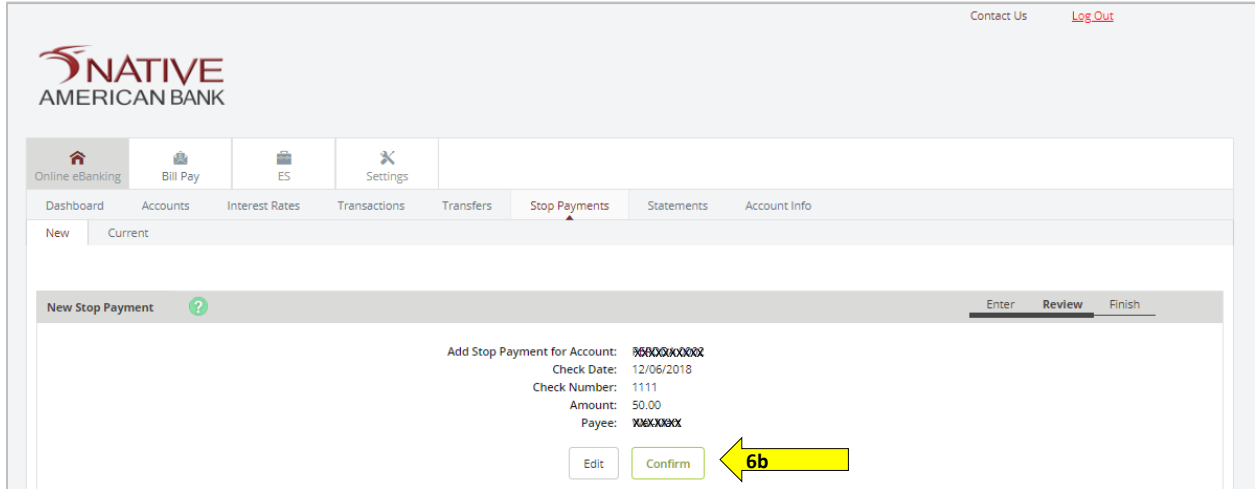


## 6. Online eBanking – Stop Payments

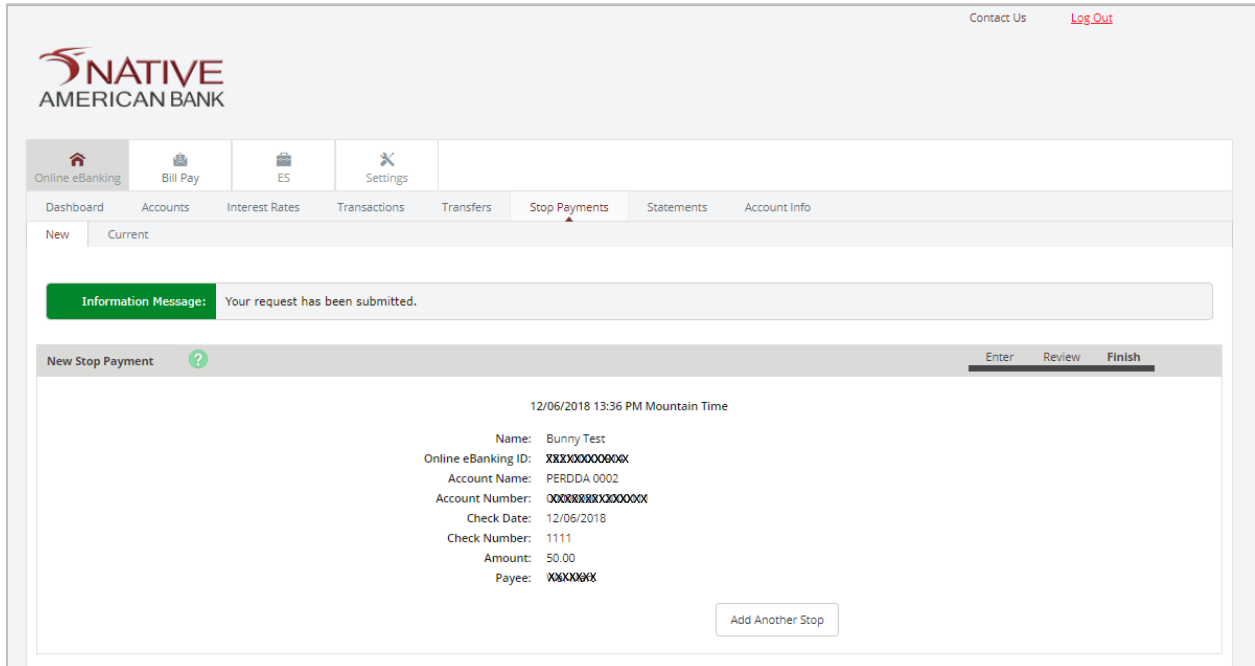
**New:** If you have a check that you need to stop the payment on, you will use this screen to enter the information. Stop Payments entered through Online eBanking can ONLY be placed on CHECK items. Stop Payments cannot be placed on Debit Card transactions. If you need to place a Stop Payment on an ACH transaction or electronic transfer, you will need to contact Native American Bank for help. To enter a Stop Payment, you will first need to make sure that the account selected from the drop down menu is the account the check is written from. Then enter the date of the check, the check number, amount and the payee of the check. You can enter Remarks if you choose, such as 'check lost', but it is not a required field. Once the information has been entered, select Submit.



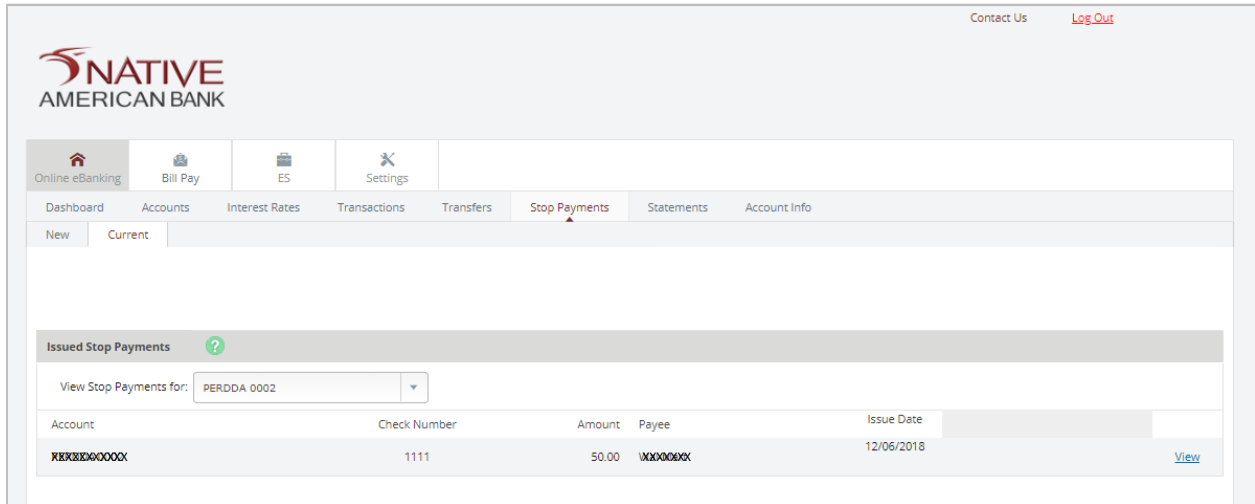
Review the Stop Payment information. If everything is correct, select Confirm. If it is not, select Edit and you will be returned to the previous screen.



This is the Stop Payment confirmation screen. It will display the Stop Payment information along with the date and time the Stop Payment was entered. From here you can navigate to any screen you wish or you can select Add Another Stop and be returned to the first page of the Stop Payment section. If you entered a Stop Payment in error, you will need to contact Native American Bank to get the Stop Payment information deleted.

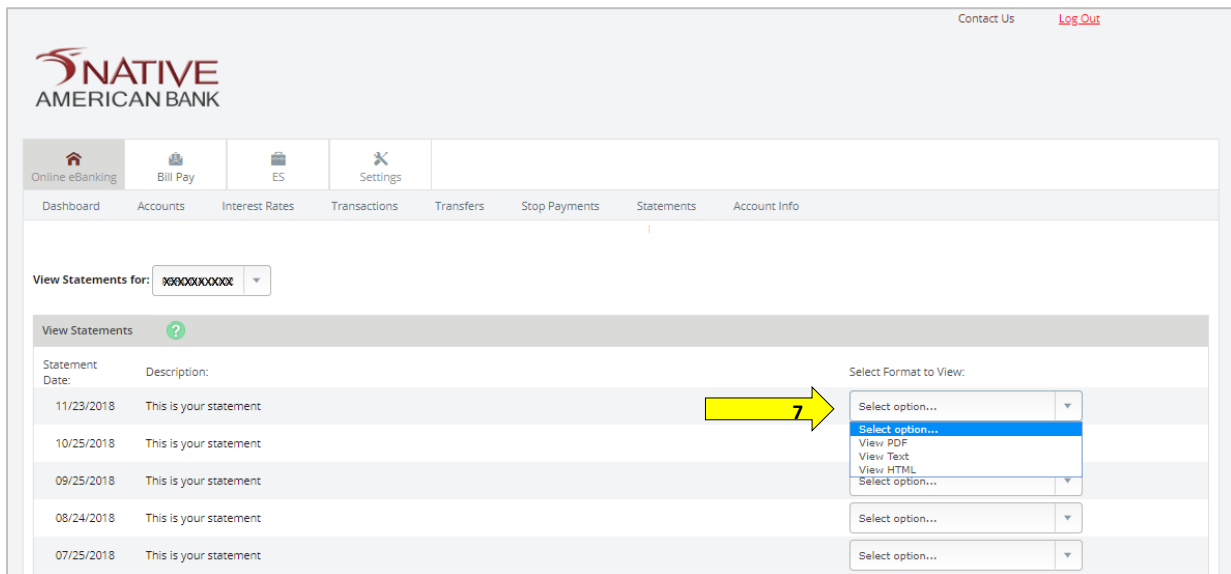


**Current:** This screen will show you all the active Stop Payments for the account selected from the drop down menu. Once the Stop Payment has expired, it will no longer be shown on this list. If you select the View hyperlink to the right of the Stop Payment, a pop-up box will appear showing not only the information available in the list view but also the expiration date and the date and time that the Stop Payment was entered.



## 7. Online eBanking – Statements

This screen will show all the recent statements for the account selected from the drop down list. To the right of each month's statement, you have the option to view the statement in a PDF, TXT or HTML format. The PDF and TXT formats allow you to download a copy of the statement. The HTML format only allows you to view the statement in your current browser.



8. Online eBanking – Account Info

This screen allows you to see account information in a more succinct fashion. Once the account is selected from the drop down list, you will see information such as the date the account was opened, names of other signers on the account and the current balance. Below are examples of a checking account, a CD and a loan and the different information available for each type of account.

**NATIVE AMERICAN BANK**

Online eBanking | Bill Pay | ES | Settings

Dashboard | Accounts | Interest Rates | Transactions | Transfers | Stop Payments | Statements | Account Info

Account Information ?

View Account Information for: XXXXXXXXXXXX **8**

**Current Account Information**

XXXXXXXXXXXX / Johnny Test

Other names on this account: Janie Test

Current balance	0.66
Available balance	0.66
Last statement balance	0.66
Date of last statement	11/25/18

Date opened	1/12/15	Date of last deposit	12/07/18
		Date last overdrawn	12/06/18

**NATIVE AMERICAN BANK**

Online eBanking | Bill Pay | ES | Settings

Dashboard | Accounts | Interest Rates | Transactions | Transfers | Account Info

Account Information ?

View Account Information for: XXXXXXXXXX

**Current Account Information**

XXXXXXXXXXXX / Johnny Test

Other names on this account:

Current balance	1.01	Interest rate	1.000000%
Accrued interest	0.00-	Maturity date	1/12/19
YTD interest	0.01	Last renewal	1/12/18
Per diem	0.00002		
Next payment date	4/11/18		
Last payment date	3/11/18		
Original balance	1.00	Issue date	1/12/15
		Last deposit	1/12/15
Term	12 M		
Interest term	1 M		



Account Information ?

View Account Information for:  ▼

Current Account Information

XXXXXXXX / Johnny Test

Other names on this account:

Current balance	0.90	Interest rate	1.000000%
Original loan amount	1.00	Interest base	360/Actual
Accrued interest	0.01	Per diem	0.00002
Loan term	44 M		
Payment frequency	1 M		
Current payoff	25.90	Payoff is good thru	12/11/18
Next payment due date	9/20/19		
Payment amount	0.31		
Last payment date	5/13/16	Original loan date	1/13/15
Total Amount Due	0.00		
Total interest paid	0.00		

[Return to Table of Contents](#)

## Bill Pay Tab

Native American Bank uses a third party vendor for our Bill Pay option. You can use Bill Pay to send money to individuals or companies by entering in their information into the system and selecting a payment amount and time. Because the Bill Pay product is not monitored or controlled by Native American Bank, any issues or questions you have with regards to payments you have made or scheduled through Bill Pay will have to be requested to the Bill Pay site directly. Once you have successfully enrolled, you can find ways to contact Bill Pay by looking just underneath the Bill Pay tabs to the right side of the screen for a Chat Now option or at the bottom of the page for the phone number. You can send a message, call their help line at **866-834-4355** or chat directly with an agent through the Chat Now link.

The following steps will show you how to enroll in this service.

1. When you select the Bill Pay tab, you will see the accounts you have accessible through Online eBanking shown as options for Bill Payment. If you are not able to view an account when in the Online eBanking tab, it will not be an option for you in the Bill Pay tab. You do not have to select all of the accounts given as options at the time of enrollment. You can add an account at a later time if you wish. Once you have made your account selection, click the Continue button.

Contact Us [Log Out](#)

**NATIVE**  
AMERICAN BANK

Online eBanking Bill Pay ES Settings

**Required:** Please select the account from which you most often pay your bills. This will be your default account when setting up new payments. You will still have the option to choose to pay bills from your other accounts.

XXXXXXXXXXXX

XXXXXXXXXXXX

2. Read through the Bill Payment Agreement/Terms & Conditions. This Agreement will lay out how to set up payments and payment schedules, what information is the responsibility of the user and any potential fees that you may occur for certain transactions. You can opt out of receiving account updates, benefits or offers via email from the Bill Pay site. Before you accept the Terms and Conditions, you can view a demo of how the site works. This demo is also available after you have enrolled. After enrollment, the demo link is shown next to the Messages, Phone Number and Chat Now link just underneath the Bill Pay tabs to the right of the screen. Once you have read through the Bill Pay Agreement/Terms & Conditions and made sure that the check box to the left of the 'Yes, I accept the terms & conditions' option is selected, click the Accept & Submit button.

Native American Bank

Online eBanking Bill Pay ES Settings

### Get started with Free Elite Bill Pay

\* Required field

Print

**BILL PAYING AGREEMENT/TERMS & CONDITIONS**

This is your bill paying agreement with Native American Bank. You may use Native American Bank bill paying service, Online Bill Pay, to direct Native American Bank to make payments from your designated checking account to the Payee you choose.

Yes, I accept the terms & conditions

Please notify me of account updates, benefits, or offers via email.

**2** → **Accept & Submit**

Need help getting started?

Chat Now 866-834-4355

#### Benefits

Sign up for Elite Bill Pay and take the next step in online banking. This safe and secure service allows you to:

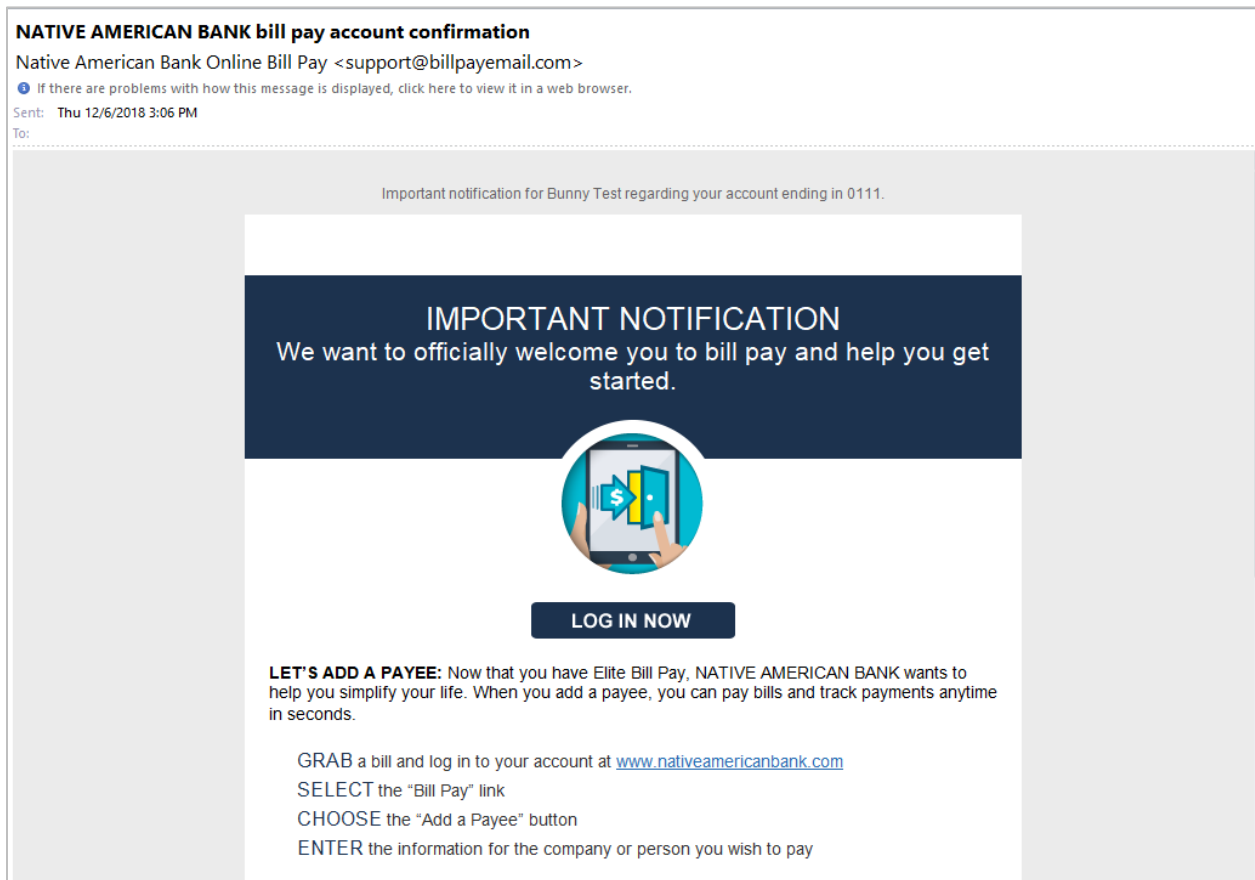
- Pay bills online with instant access anytime, anywhere without the expense of stamps.
- Schedule one-time or recurring payments and never worry about missing a bill.
- Protect against check fraud making electronic payments and avoiding unsecured mail.

Learn more View demo

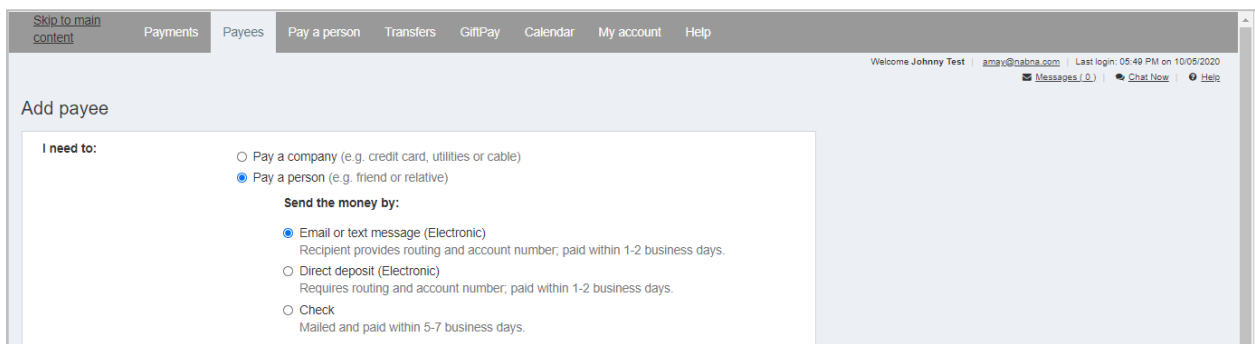
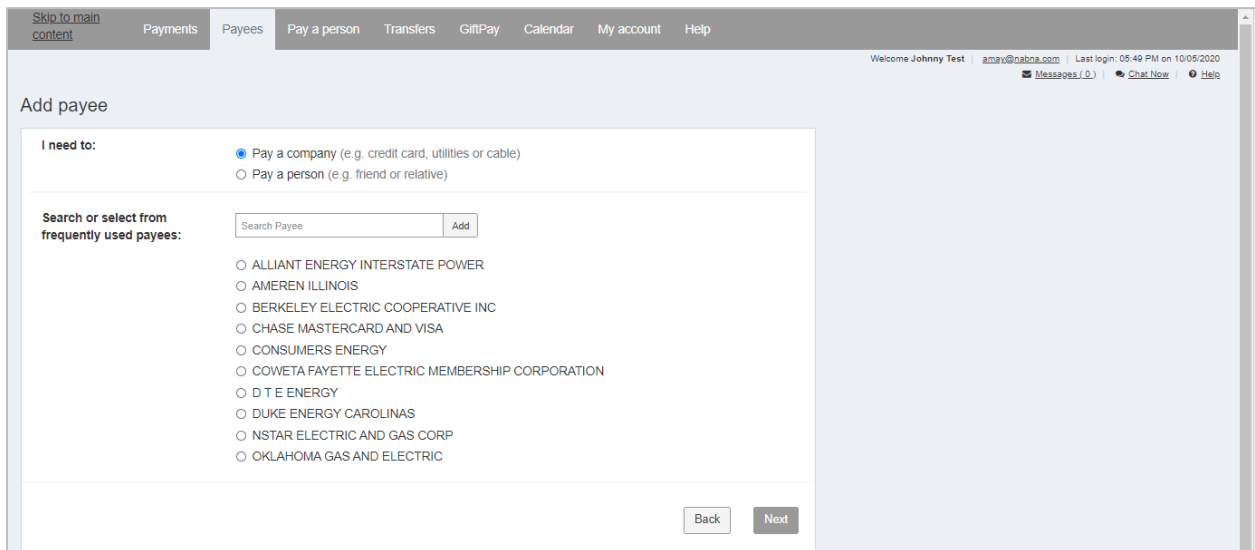
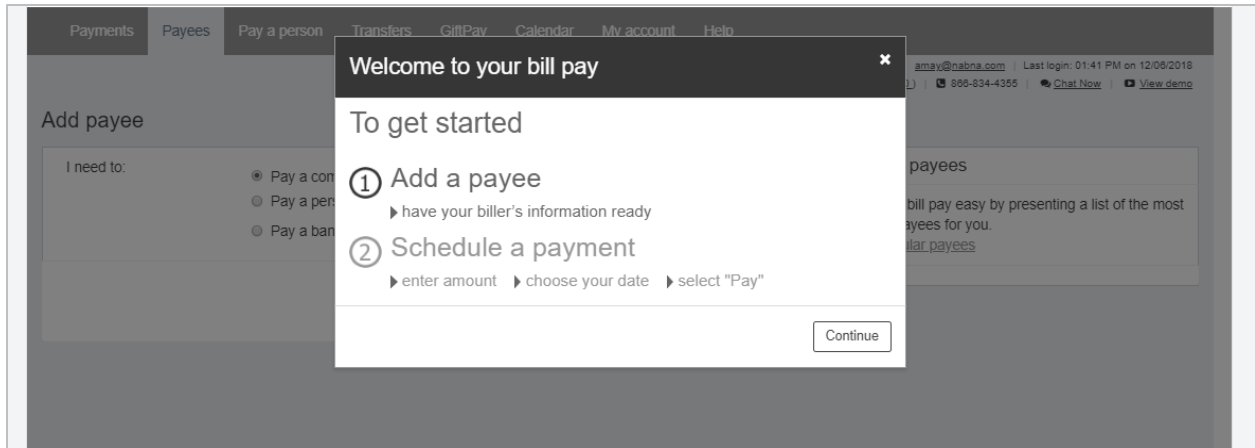
Website created for NATIVE AMERICAN BANK by iPay Solutions. Use of this system is limited to authorized users only and may be monitored. Any unauthorized use is prohibited and will be prosecuted.

Copyright © 2016 iPayTechnologies. All rights reserved.

3. An email confirmation will be sent to the email address linked to your Online eBanking. This email will contain a link to the Native American Bank website as well as links to a brief how-to demo, access to a savings calculator provided by Bill Pay and a link to Bill Pay's FAQ page.



Once you have received the enrollment confirmation email, you will be automatically logged in to the Bill Pay site when you access Online eBanking. By clicking the Bill Pay tab after you have logged in to Online eBanking, you will be directly sent to the site. The following few pages are images of what the Bill Pay screens will look like. As stated in the beginning of this section, any questions on how to work the different sections of the Bill Pay site, concerns regarding payments you have made or scheduled and any other questions you may have will need to be asked of the Bill Pay site directly.



Skip to main content | Payments | Payees | Pay a person | Transfers | GiftPay | Calendar | My account | Help

Welcome Johnny Test | amy@nabna.com | Last login: 05:49 PM on 10/05/2020 | Messages (0) | Chat Now | Help

### Add payee

Who are you trying to pay?

\* Required field

**Payee name \***

**Payee account number \***

**Confirm account number \***

**Payee zip code \***

[Back](#) [Next](#)

Skip to main content | Payments | Payees | Pay a person | Transfers | GiftPay | Calendar | My account | Help

Welcome Johnny Test | amy@nabna.com | Last login: 05:49 PM on 10/05/2020 | Messages (0) | Chat Now | Help

Payment cutoff time: 3:00 PM ET

**Process date:**  [Close](#)

**Deliver by:**  (Est. date payee will receive payment)

### Transfers

Accounts

[Account](#)

From	To	Amount	Date	Actions
Select from account	Select to account	\$ 0.00	MM/DD/YYYY	<a href="#">Make it recurring</a> <a href="#">Add comment</a>

[Add another transfer entry](#)

[Review](#) [Submit transfer](#)

[View pending](#) | [View history](#)

Transfer accounts

Primary Account \*\*\*\* [Edit](#)

From

Skip to main content | Payments | Payees | Pay a person | Transfers | GiftPay | Calendar | My account | Help

Welcome Johnny Test | amy@nabna.com | Last login: 05:49 PM on 10/05/2020 | Messages (0) | Chat Now | Help

### GiftPay

[Recipient](#)

[Display](#)

You have no recipients. [Add recipient](#)

[View pending](#) | [View history](#)

Skip to main content | Payments | Payees | Pay a person | Transfers | GiftPay | **Calendar** | My account | Help

Welcome Johnny Test | amay@nabna.com | Last login: 05:49 PM on 10/05/2020  
 Messages (0) | Chat Now | Help

### Calendar

Display | Month | List | Default view

today | October 2020 | today

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17

Holiday (no transaction processing)

Skip to main content | Payments | Payees | Pay a person | Transfers | GiftPay | Calendar | **My account** | Help

Welcome Johnny Test | amay@nabna.com | Last login: 05:49 PM on 10/05/2020  
 Messages (0) | Chat Now | Help

### My account

**Pay from accounts**

Add / Delete pay from account, edit nickname, or change default account.

[View accounts](#)  
[Add account](#)

**Personal information**

Review and edit address, phone numbers, and email addresses. Add or edit a secondary account holder.

[View/Edit personal information](#)

**Notifications**

Customized communications to keep you informed on bill pay activities

[View alerts](#)  
[View reminders](#)

**Voice bill pay**

[Add Alexa](#)

Skip to main content | Payments | Payees | Pay a person | Transfers | GiftPay | Calendar | My account | **Help**

Welcome Johnny Test | amay@nabna.com | Last login: 05:49 PM on 10/05/2020  
 Messages (0) | Chat Now | Help

### FAQ

[Payees](#) | [Payments](#) | [eBills](#) | [Rush payments](#) | [Transfers](#) | [Pay from account](#) | [Message center](#) | [Voice bill pay](#) | [Supported browsers and settings](#) | [Miscellaneous](#)

#### Payees

**What is a payee?**

A payee is the issuer of a bill that is due to be paid by you.

**How do I add a payee?**

Clicking "Add payee" at the top of the payments page will walk you through a one time, step-by-step setup process to gather key information used to send your payments.

[Show me how](#)

**How do I hide a payee?**

[Return to Table of Contents](#)

## eSTATEMENT OPT-IN PROCESS

After you have successfully enrolled and logged in to Online eBanking, you can set your accounts up to receive eStatements instead of mailed paper statements.

1. From the ES tab on your home page, under the Enrollment section, you will need to complete 5 steps listed.
  - a. Step 1 will allow you to choose which accounts you wish to enroll in eStatements.
  - b. Step 2 will have you review your email address.
  - c. Step 3 will have you create a phrase that will be displayed on all of the emails you receive from Online eBanking. This is a security measure that will help you determine if any emails may potentially be fraudulent.
  - d. In Step 4 you will have to select the hyperlink and then type in the passcode that was displayed.
  - e. Step 5 is the eStatement Agreement that you will have to accept in order to move forward with eStatements.
  - f. At the bottom of the page is a hyperlink to show what the eStatement will look like.

The screenshot shows a web interface for enrolling in eStatements. At the top, it says "All available documents for all active accounts. Details". Below this, there is a checkbox labeled "Enroll All Available Accounts and Document Types Shown" which is checked. Underneath, there is a section titled "Enroll Accounts". There are two account entries, each with a green minus sign in a circle to its left and a checked checkbox to its right. The first account is labeled with "XXXXXXXXXXXX" and has a sub-section "Enroll Available Document Types" with two checked options: "Enhanced Statements" and "Deposit Enhanced Account Analysis Statement". The second account is also labeled with "XXXXXXXXXXXX" and has a sub-section "Enroll Available Document Types" with two options: "Enhanced Statements" (unchecked) and "Deposit Enhanced Account Analysis Statement" (checked). At the bottom right of the form, there are two buttons: "Save Settings" (highlighted with a green border) and "Cancel". A yellow arrow labeled "1a" points to the "Save Settings" button. On the left side of the screenshot, there are vertical numbers 2., 3., 4., and 5. corresponding to different parts of the form.





- Online eBanking
- Bill Pay
- ES**
- Settings

- Enrollment**
- Email Settings
- Disclosures
- Reconciliation Wizard

**Enrollment**

You may choose to receive your statements for your account(s) delivered via email and made available online through this site. To enroll your account(s) please follow the steps outlined below:

- 1. Account(s) and Document Enrollment**  
All available documents for all active accounts [Details](#) **1a**
- 2. Please review the following email address. If not correct, please update it in the space shown.**  
Your Email Address
- 3. Please enter a security phrase to be displayed on all valid emails sent from this site.**  
Please enter a security phrase.
- 4. Please enter the enrollment passcode in the field immediately below. To see the passcode, [click here](#).** **1d**  
Please enter the enrollment passcode.
- 5. Please read the disclosure below. You must scroll to the bottom of the disclosure before agreeing to the terms listed.**  

eSTATEMENTS AGREEMENT

This disclosure regarding electronic statements and notices for Native American Bank, NA applies to each account you have with Native American Bank, NA where eStatements and eNotices are available. The words "we," "us," and "our" mean Native American Bank, NA and the words "you" and "your" mean you, the individual(s) who is identified as the owner or authorized signer on the account(s). As used in this disclosure, "communication" means any periodic statement, authorization, agreement, disclosure, notice, or other information related to your account, including but not limited to information that we are required by law to provide to you in writing.

**Scope of Communications**

When you log into Online eBanking and select to enroll for eStatements with respect to an account, you agree that we will provide you with any communications relating to that account in electronic format. If you request

**1e**  I agree to the listed terms.

Click [here](#) to see a sample document. **1f**



Date 9/30/02  
 Account Number  
 Enclosures

Page 1  
 1234567

JOHN Q PUBLIC  
 JANE A PUBLIC  
 23344 Any Street  
 AnyTown, NV 12345

**Images of your checks are now available through our online banking service.  
 If you haven't taken advantage of this free service, go to the website  
 to sign up.**

**CHECKING ACCOUNT**

Account Title: John Q Public

**For information on your account 24 hours a day, 7 days a  
 week, call the bank at  
 (888)555-555**

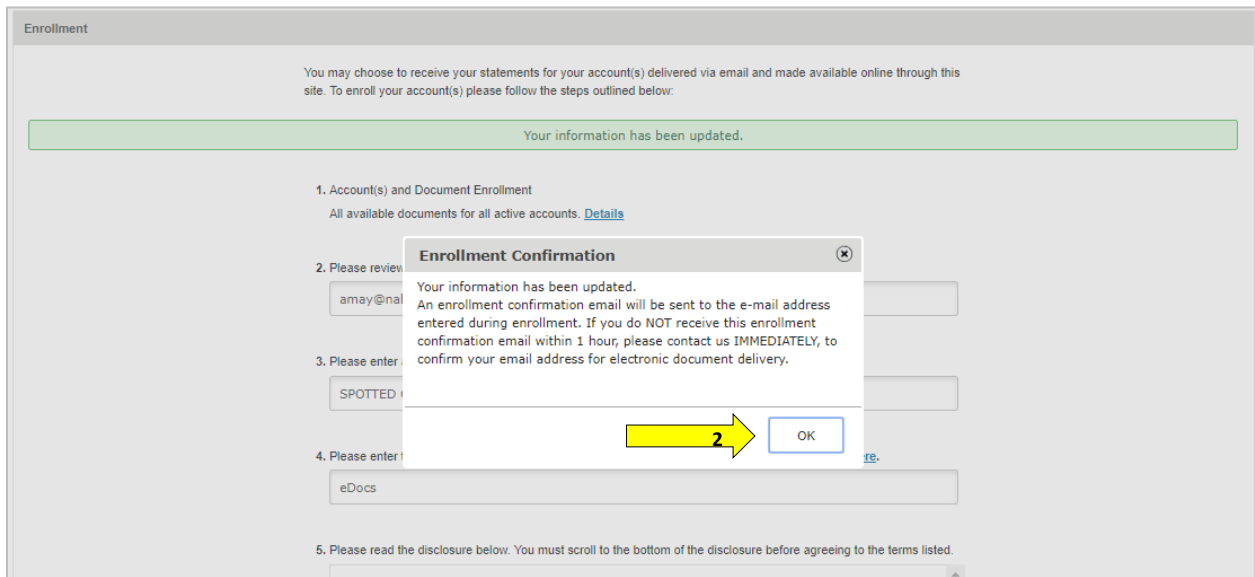
CHECKING ACCOUNT		Check Cashing	
Account Number	12345678	Statement Dates	10/04/04 thru 10/06/04
Beginning Balance	13,729.29	Days in the Statement Period	3
3 Deposits	99,000.00	Average Daily Balance	23,937.12
11 Checks/Charges	83,695.12	Average Collected	23,937.12
Service Charge	.00		
Interest Paid	.00		
Ending Balance	29,034.17		

**Your account has reached the maximum amount of overdrafts in a three month period.  
 Please contact us at (816) 555-1212 to discuss the ramifications of additional  
 overdrafts.**

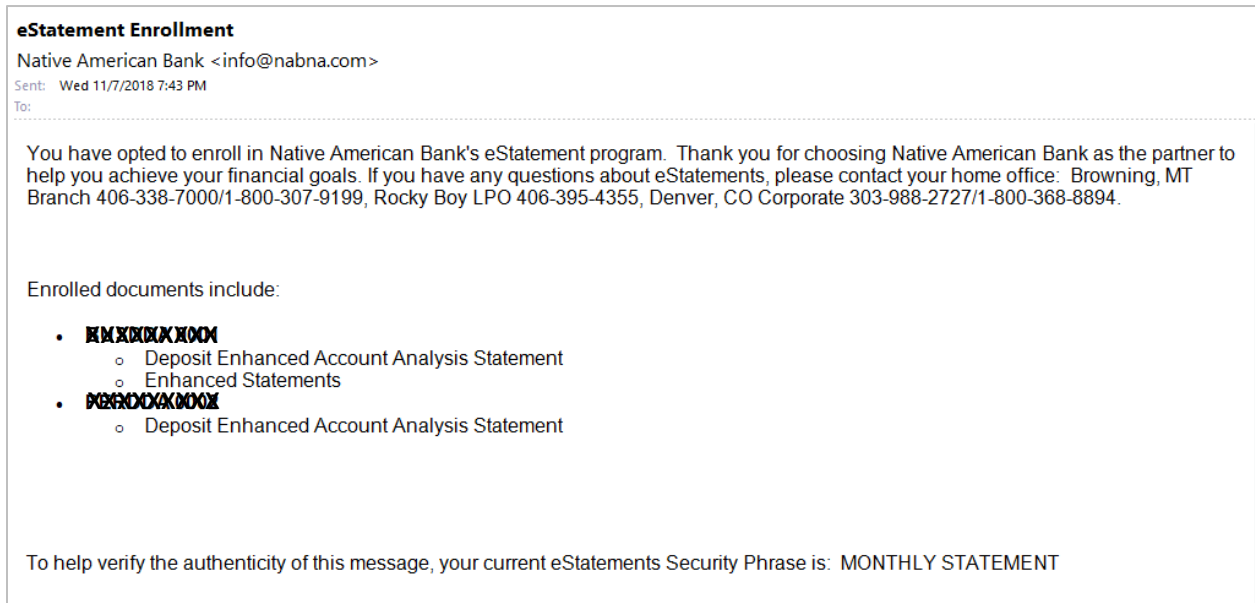
	Total For This Period	Total Year-to-Date
Overdraft Fees	\$ .00	\$ .00
Return Item Fees	\$ .00	\$ .00

DEPOSITS AND ADDITIONS		
Date	Description	Amount
10/04	Regular Deposit	33,000.00
10/05	Regular Deposit	33,000.00
10/06	Regular Deposit	33,000.00

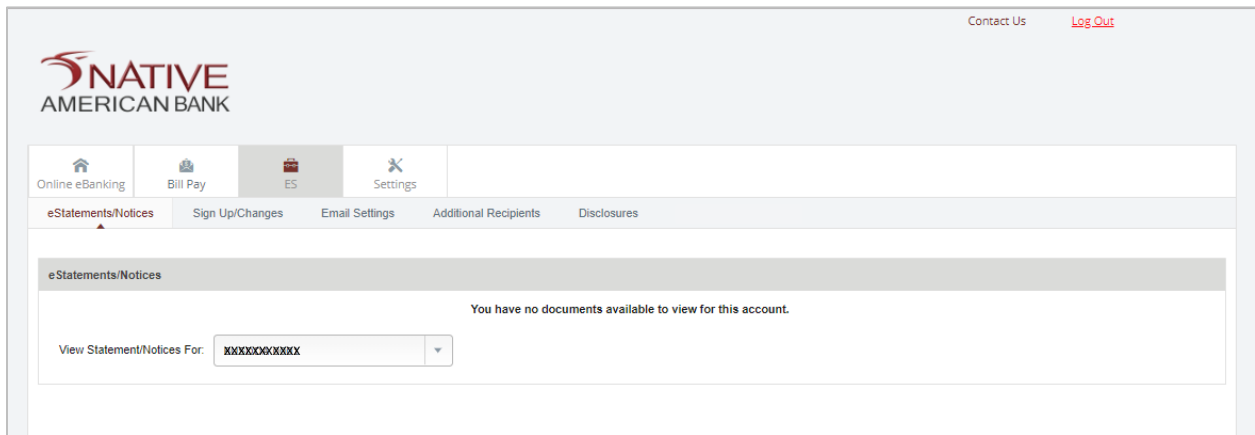
- After you hit the Enroll Now button, the following pop-up will appear. You will receive an enrollment confirmation email to the email address listed on Step 2. If you do not receive the email within 1 hour, please contact your local branch immediately to confirm your email address with us.



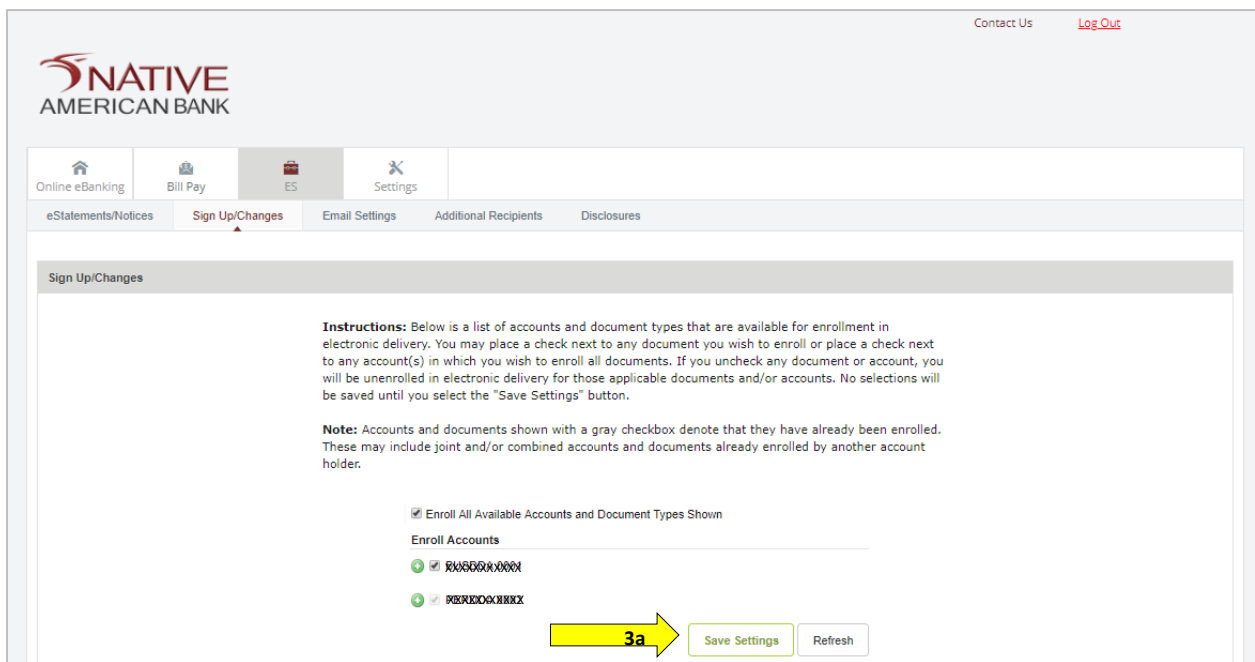
The email you receive will look like this. You will also notice that the Security Phrase you chose will appear at the bottom. Contact information may be updated from the image.



3. After your successful enrollment, your ES tab will look like the image below. The eStatements/Notices section will have a listing of your statements and will allow you to view PDF statements of the account you have chosen from the dropdown menu.



- a. The SignUp/Changes section will allow you to change which accounts you have eStatements created for.



- b. The Email Settings will allow you to change the email address the eStatement notification emails are sent to and what your security phrase is for those notification emails.

Native AMERICAN BANK

Contact Us [Log Out](#)

Online eBanking Bill Pay ES Settings

eStatements/Notices Sign Up/Changes **Email Settings** Additional Recipients Disclosures

**Email Settings**

All documents will be sent to the following email address:

amay@nabna.com

All authentic emails will contain the following security phrase:

SPOTTED GIRAFFES

The security phrase is intended to assure our customers that any emailed statements or notices have indeed originated from our financial institution. If the security phrase does not appear within any email related to a statement or notice reported as coming from our financial institution, do not submit any sensitive information such as User Id or Password. Please report any suspicious emails to our Customer Support Center as soon as possible. These measures are being taken to protect our customers from a fraudulent Internet scamming method known as 'Phishing'. Phishing describes the act of sending an email to a user falsely claiming to be a legitimate enterprise in hopes of scamming the user into surrendering sensitive information that will be used for identity theft.

**3b** Save Settings

- c. The Additional Recipients section will allow you to send access links to outside individuals that will allow them to view your statements and check images. The following pictures show the steps of how to add an Additional Recipient.

Native AMERICAN BANK

Contact Us [Log Out](#)

Online eBanking Bill Pay ES Settings

eStatements/Notices Sign Up/Changes Email Settings **Additional Recipients** Disclosures

**Additional Recipients**

You currently have no Additional Recipients. Please be aware that additional recipients will see your check images and security phrase. Username is the log-in name the additional recipient will use when signing in to view the statement and/or document. It may not contain spaces or special characters. The Access Pin is the recipient's password and must be between 8 and 12 characters in length, containing both alpha and numeric characters. It is case sensitive and will expire every 6 months.

**3c.1** Add Additional Recipients

Create a username for your Additional Recipient, enter their email address and create an access PIN for them and select Save.

Native AMERICAN BANK

Online eBanking Bill Pay ES Settings

eStatements/Notices Sign Up/Changes Email Settings Additional Recipients Disclosures

Additional Recipients

Username Email Address Access PIN

3c.2 Save Cancel

Add Additional Recipients

After you have created the account, select Assign Documents to pick which statements that the Additional Recipient has access to. You will also have to reaccept the eStatement Agreement.

Native AMERICAN BANK

Online eBanking Bill Pay ES Settings

eStatements/Notices Sign Up/Changes Email Settings Additional Recipients Disclosures

Additional Recipients

Username	Email Address	
Accountant	info@nabna.com	Edit Assign Documents

3c.3

Add Additional Recipients

Native AMERICAN BANK

Online eBanking Bill Pay ES Settings

eStatements/Notices Sign Up/Changes Email Settings Additional Recipients Disclosures

Sign Up/Changes Accountant

**Instructions:** Below is a list of accounts and document types that are available for enrollment in electronic delivery. You may place a check next to any document you wish to enroll or place a check next to any account(s) in which you wish to enroll all documents. If you uncheck any document or account, you will be unenrolled in electronic delivery for those applicable documents and/or accounts. No selections will be saved until you select the "Save Settings" button.

**Note:** Accounts and documents shown with a gray checkbox denote that they have already been enrolled. These may include joint and/or combined accounts and documents already enrolled by another account holder.

Enroll All Available Accounts and Document Types Shown

Enroll Accounts

3c.3  XXXXXXXXXX

XXXXXXXXXX

Save Settings Refresh Go Back



- Online eBanking
- Bill Pay
- ES
- Settings

- eStatements/Notices
- Sign Up/Changes
- Email Settings
- Additional Recipients
- Disclosures

Disclosures

eSTATEMENTS AGREEMENT

This disclosure regarding electronic statements and notices for Native American Bank, NA applies to each account you have with Native American Bank, NA where eStatements and eNotices are available.

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# Online eBanking Settings

The Settings section for Online eBanking is where users can make changes to their personal information, decide what information is viewed in the Online eBanking tab and set up Alerts for transactions and account balances.

1. Personal – This screen allows you to change the email address connected to your Online eBanking as well as the password, reset question and security image for your account.

Contact Us [Log Out](#)

**NATIVE**  
AMERICAN BANK

Online eBanking Bill Pay ES **Settings**

Personal Account Display Alerts ATM/Debit Card

**Modify Personal Settings** ?


Current Email Address: amay@nabna.com

Change Email Address:

Reenter New Email Address:

Password Reset Question: What food do I hate to eat?

Password Reset Answer: native

Personal Watermark:  **NOTE:** Click on Watermark to change.

**Modify Login Information**

Online eBanking ID: testbunny

Enter New:

**Online eBanking ID Rules**

- Must contain at least 1 letter
- May contain numbers
- May contain the following special characters: + \_ % @ ! \$ \* ~
- Must be between 8 and 16 characters

Online eBanking Password


Enter Current:

Enter New:

Enter New Again:

**Password Rules**

- Must contain at least 1 letter
- Must contain at least 1 number
- May contain the following special characters: + \_ % @ ! \$ \* ~
- Must be between 8 and 16 characters in length
- Must not match or contain your ID





2. Account – This page allows you to change the Name that shows for each account.

Native AMERICAN BANK

Online eBanking Bill Pay ES Settings

Personal Account Display Alerts ATM/Debit Card

Deposit Accounts ?

Select an Account Type Deposit Accounts

Drag and drop the account to rearrange the display order. See [keyboard instructions](#)

Account Pseudo Names

New Account Pseudo Names

Submit

3. Display – This page allows you to change the default settings for your Online eBanking page.

Native AMERICAN BANK

Online eBanking Bill Pay ES Settings

Personal Account Display Alerts ATM/Debit Card

Establish Display Defaults ?

Accounts  5  10  20  50  100  All

Transactions  Since Last Statement  Last 7 days  Last 15 days  Last 30 days  All  Search History

Transfer History  Last 7 days  Last 15 days  Last 30 days  Search History

Download Lines  One Line  Two Lines  Three Lines  All Lines

Transfer Confirmation  Yes  No

Submit

4. Alerts – You can create alerts to be delivered when your accounts reach a certain balance or when information changes happen to your Online eBanking account. This screen is an overview of every Alert created.

**Native American Bank**

Online eBanking | Bill Pay | ES | **Settings** | ATM/Debit Card

Personal | Account | Display | **Alerts** | ATM/Debit Card

Alerts Listing | Events | Balance | Item | Personal

**Current Event Alerts** [Edit Event Alerts](#)

When the following Occurs:	Alert Me:
Email Address Change	When I Log In
Mobile Number Change	When I Log In
Statements or Notices	When I Log In

**Current Balance Alerts** [Add Balance Alerts](#)

When Balance In:	Goes:	Amount:	Alert Me:	
XXXXXXXXXX	Below	\$1.00	When I Log In	<a href="#">Edit</a> <a href="#">Delete</a>

**Current Item Alerts** [Add Item Alert](#)

When An Item clears:	Account:	Alert Me:	
1	XXXXXXXXXX	When I Log In	<a href="#">Edit</a> <a href="#">Delete</a>

**Current Personal Alerts** [Add Personal Alert](#)

On the Following date: Remind me of: Alert Me:

There are currently no Personal Alerts set up.

You can set Alerts to be sent when specific Events happen...

**Native American Bank**

Online eBanking | Bill Pay | ES | **Settings** | ATM/Debit Card

Personal | Account | Display | **Alerts** | ATM/Debit Card

Alerts Listing | **Events** | Balance | Item | Personal

**Edit Event Alerts**

Alert Type:	When the following occurs:	Alert Type:	When the following occurs:
<input type="checkbox"/> Login	Transfers Deleted - Closed Act	<input type="checkbox"/> Login	Maturing Loans
<input type="checkbox"/> Login	Email Address Change	<input type="checkbox"/> Login	Maturing CD's
<input type="checkbox"/> Login	Mobile Number Change	<input type="checkbox"/> Login	Transfers Failed - NSF
<input type="checkbox"/> Login	Receiving Incoming Wires	<input type="checkbox"/> Login	Transfers Expired
<input type="checkbox"/> Login	Receiving Incoming ACH Credit	<input type="checkbox"/> Login	Transfers Failed - Restricted
<input type="checkbox"/> Login	Receiving Incoming ACH Debits	<input type="checkbox"/> Login	Expiring Transfers
<input type="checkbox"/> Login	Insufficient Funds (NSF)	<input type="checkbox"/> Login	Password Changes
<input type="checkbox"/> Login	Statements or Notices		

[Submit](#) [Cancel](#)

You can set Balance Alerts specific for each account. When a balance reaches above or below the set amount, you will see a new Alert appear on your log in screen...

The screenshot shows the Native American Bank online banking interface. At the top right, there are links for "Contact Us" and "Log Out". The main header features the "NATIVE AMERICAN BANK" logo. Below the header is a navigation menu with tabs for "Online eBanking", "Bill Pay", "ES", and "Settings" (which is currently selected). Underneath, there are sub-tabs for "Personal", "Account", "Display", "Alerts", and "ATM/Debit Card". The "Alerts" sub-tab is active, and within it, "Balance" is selected. The main content area is titled "Balance Alert" with a help icon. It contains the following fields:

- \* Alert Type:  Login
- If the balance in: A dropdown menu showing "XXXXXXXXXX".
- Goes: Radio buttons for "Above" and "Below" (with "Below" selected).
- \* Amount: A numeric input field showing "0" and a currency symbol "\$".

At the bottom right of the form are "Cancel" and "Submit" buttons.

You can set Alerts to let you know when a specific item has cleared your account...

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- \* Alert Type:  Login
- \* If Item Number: A numeric input field showing "0".
- Clears: A dropdown menu showing "XXXXXXXXXX".

At the bottom right of the form are "Cancel" and "Submit" buttons.

You can set yourself reminder Alerts that will appear on specific days. These Alerts can be used to help remind you of a bill that needs paid or of a transfer that you need to complete.

5. **ATM/Debit Card** – From this section, you can mark your cards as Lost/Stolen. Updating this information in Online eBanking instantly updates the information in Native American Bank’s system. If you mark a card as Lost/Stolen, that card CANNOT be reactivated. You must contact your local branch to order a replacement card and you will be charged a replacement card fee of \$10 for each card ordered.

Card Number	Cardholder Name	Card Description	Current Status	Lost/Stolen
*****0496	TEST COMPANY	XXXXXXXXXX	Active	<input type="checkbox"/>
*****6672	TEST COMPANY	XXXXXXXXXX	Active	<input type="checkbox"/>
*****8061	TEST COMPANY	XXXXXXXXXX	Lost/Stolen	<input type="checkbox"/>
*****8752	TEST COMPANY	XXXXXXXXXX	Active	<input type="checkbox"/>
*****2054	BUNNY TEST	XXXXXXXXXX	Lost/Stolen	<input type="checkbox"/>
*****3779	JOHNNY TEST	XXXXXXXXXX	Active	<input type="checkbox"/>
*****6376	JANIE TEST	XXXXXXXXXX	Active	<input type="checkbox"/>

You will be asked to confirm each Card Status Change before it has been made. The confirmation screen will show the card number, the name and account attached to the card and what the current status is and what it will be changed to.

The screenshot shows the Native American Bank online banking interface. At the top right, there are links for "Contact Us" and "Log Out". The main header features the "NATIVE AMERICAN BANK" logo. Below the logo is a navigation menu with icons for "Online eBanking", "Bill Pay", "ES", and "Settings". Underneath this is a secondary menu with "Personal", "Account", "Display", "Alerts", and "ATM/Debit Card". The main content area is titled "Confirm ATM/Debit Card Status Changes" and contains a table with the following data:

Card Number	Cardholder Name	Card Description	Current Status	Current Action
*****6376	JANIE TEST	XXXXXXXXXX	Active	Lost/Stolen

At the bottom of the table, there is a page number "1" and two buttons: "Cancel" and "Submit".

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