

Digital Banking Guide

Alerts

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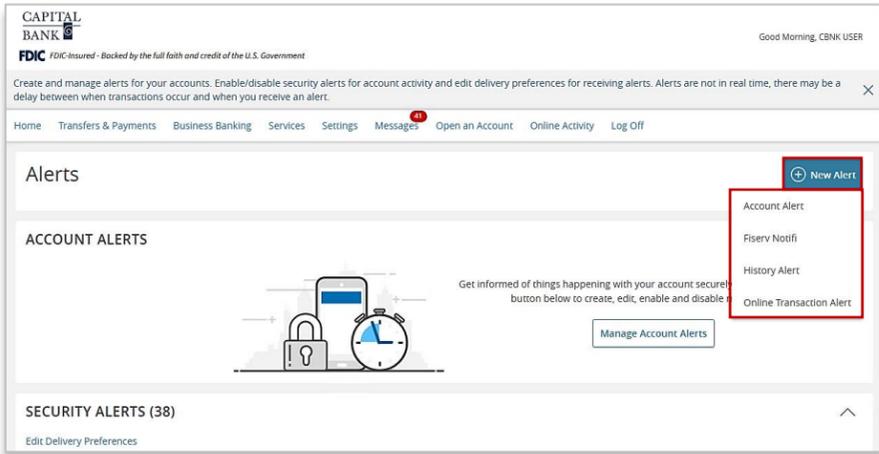
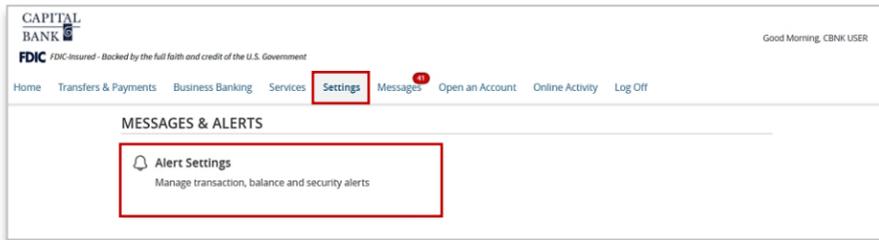
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User Guide- Alerts

Introduction to Alerts

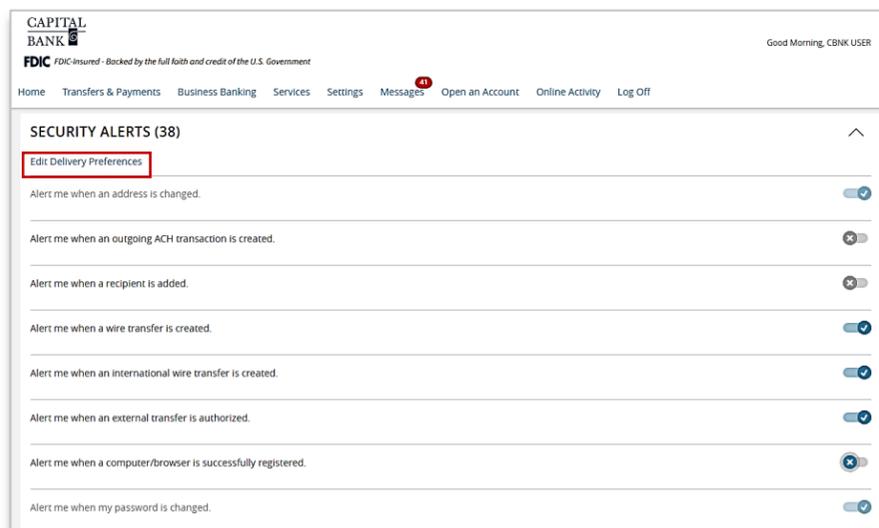
Alerts notify you about important events, provide updates on the status of your accounts, and inform you when transactions take place. While some alerts, like security notifications, are automatically generated by the system, others can be created and customized by you.



Types of Alerts:

- Account Alerts-** Notifies you when the balance in your account falls below or rises above a specific amount that you set.
- History Alerts-** Notifies you about past transactions based on specific criteria. They are triggered when a debit or credit transaction exceeds, falls below, or matches a specified amount, when a posted check matches a specific check number, or when a transaction description contains specified text.
- Online Transaction Alerts-** Notifies you of key activities within online banking. Alerts are triggered by various transactions and actions and can occur at different stages such as when a transaction is drafted, authorized, processed, canceled, or failed.
- Security Alerts-** Notifies you of security related events. Some alerts are mandatory and cannot be disabled, while optional alerts can be turned on or off based on your requirement. The types of security alerts available may vary based on your account type.

Please Note: Online Banking alerts can be created for notifications of ACH & Wire Transfers that are pending approval, by going to Messages & Alerts-Alert Settings under the Settings Tab.



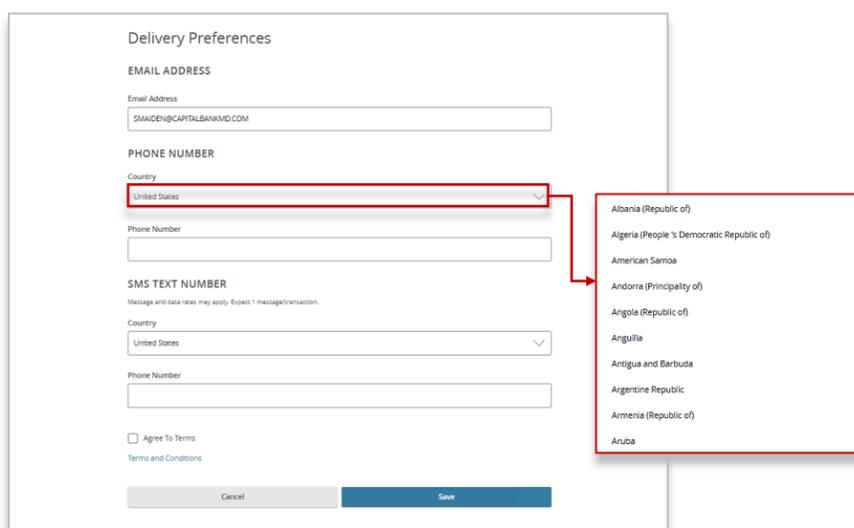
Security Alerts Overview:

Security alerts notify you when a security-related event occurs, such as a failed login attempt. Some alerts are mandatory and cannot be disabled or edited - these are displayed as dimmed in the alerts list. Other alerts are optional and can be enabled or disabled based on your preferences.

Note: The types of security alerts available may vary depending on your account type and your financial institution's configurations.

When an enabled security alert is triggered:

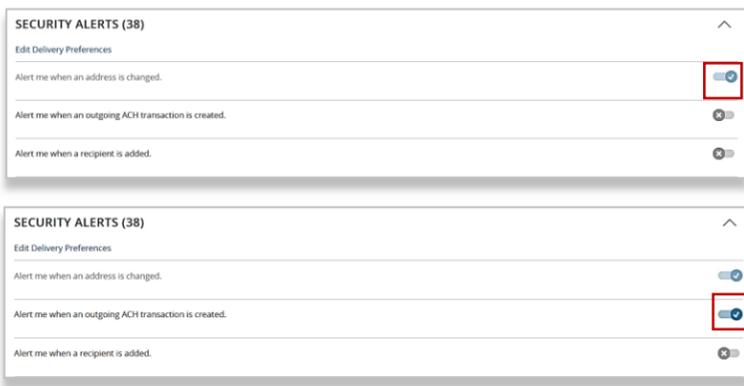
- A secure message is always sent.
- Additional delivery methods (such as email, phone call, or SMS) can be configured.
- The alert is sent through all configured delivery methods.



Editing Security Alert Delivery Preferences:

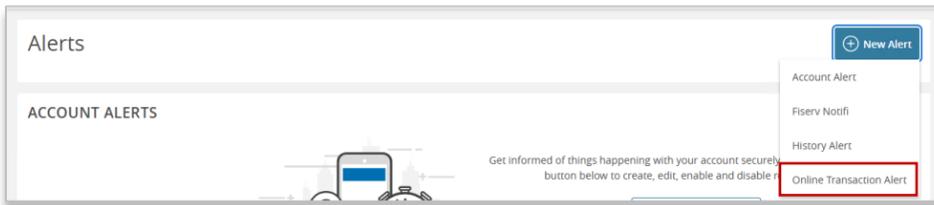
You can customize how and where you receive your security alerts by editing your delivery preferences.

- In the navigation menu, select Settings > Alerts.
- Click on 'Security Alerts'.
- Click on 'Edit Delivery Preferences'.
- Enter the required information for your desired delivery method(s):
 - Email Address: Enter the email address where you want to receive alerts.
 - Phone Number: Select the country from dropdown and enter the phone number for voice call alerts.
 - SMS Text Number: Select the country from dropdown and phone number for SMS text message alerts.
- If you choose to receive alerts via text message and check the 'Agree To Terms' checkbox.
- Click 'Save' to confirm your changes.



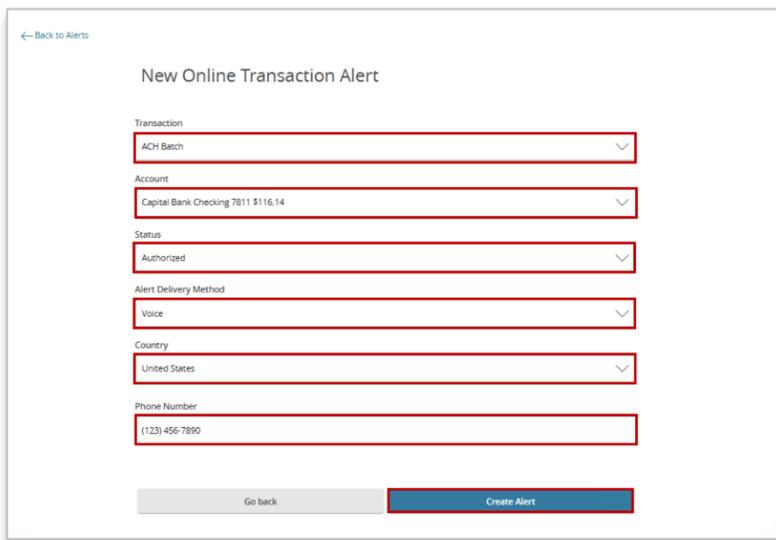
Toggle Buttons for Alerts:

1. You can enable or disable each alert using toggle buttons directly on the screen.
2. This allows for quick activation or deactivation without deleting the alert settings.



Create Online Transaction Alert:

1. Select a transaction type from dropdown.
2. Select a status from the dropdown.
3. Select an account if needed.
4. Select an 'Alert Delivery Method' from the dropdown.
5. Enter the required information for your desired delivery method(s):
Email Address: Enter the email address where you want to receive alerts.
Voice: Select the destination country from the drop-down list and enter phone number.
SMS Text Number: Select the destination country from the drop-down list and enter phone number.
6. Click on 'Create Alert'.
7. In the success message, click on 'Close'. The new alert appears on the Alerts page.



In this example we will create an ach collection alert via phone number