



Valued Customer,

Thank you for your continued support. Since the recent system upgrades our records show that you have not logged on to your Citizens Trust Bank Online Banking account. We apologize if you have encountered any difficulty during this transition.

We hope the following **ACCOUNT LOGIN INSTRUCTIONS** will simplify the process for you to access your online banking account.

STEP 1

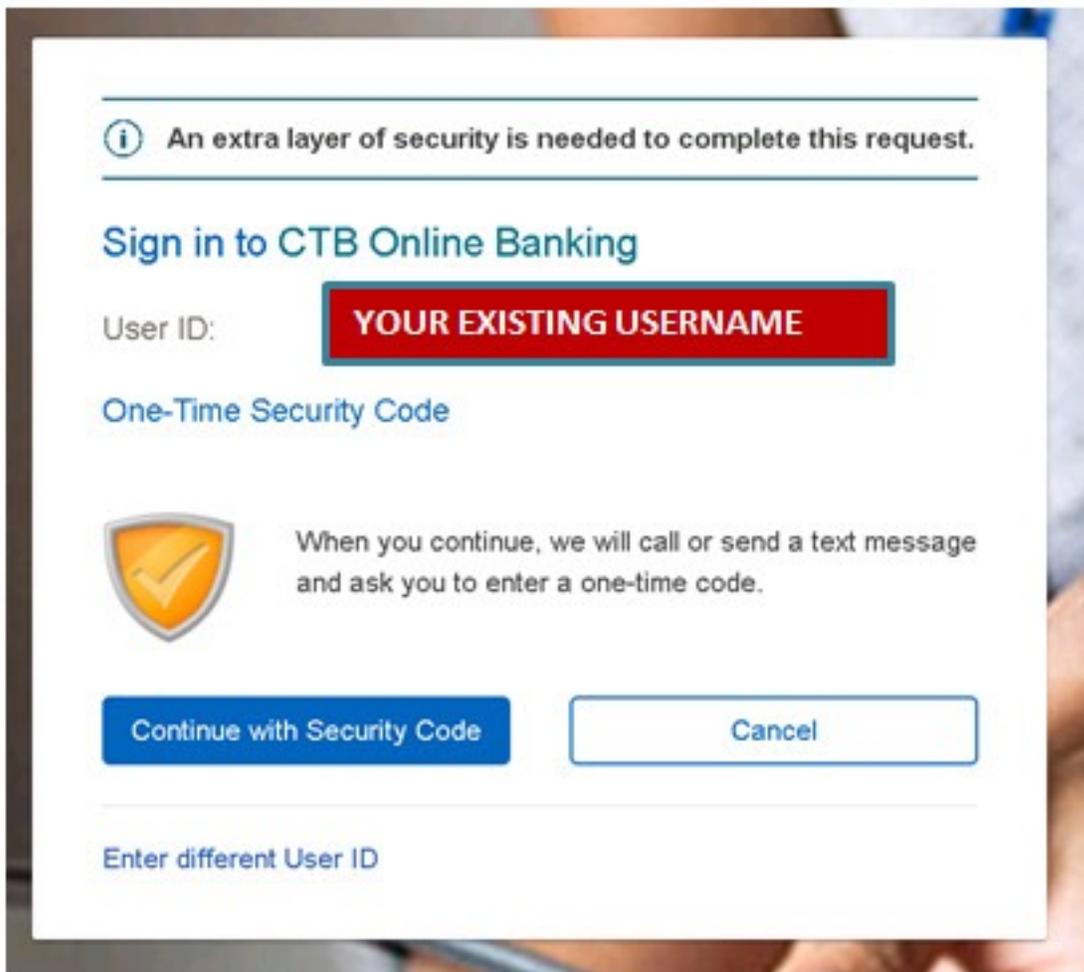
Please access the new Citizens Trust Bank Online Banking from www.ctbconnect.com

INPUT your existing username. Incorrect Usernames will result in disruption in this process.

The screenshot shows the login interface for Citizens Trust Bank Online Banking. It is divided into two sections: 'PERSONAL ONLINE BANKING' and 'BUSINESS ONLINE BANKING'. The 'PERSONAL ONLINE BANKING' section has a 'Username' input field and an orange 'CONTINUE' button. Below it is a link that says 'Not yet enrolled? Sign up today!'. The 'BUSINESS ONLINE BANKING' section has a 'Company ID' input field, a 'Username' input field, and an orange 'CONTINUE' button. Below it is another link that says 'Not yet enrolled? Sign up today!'. A red arrow points from the left towards the 'Username' field in the personal banking section.

STEP 2

To validate you as a Citizens Trust Bank online banking account user **INPUT Your Existing Username.**



i An extra layer of security is needed to complete this request.

Sign in to CTB Online Banking

User ID: **YOUR EXISTING USERNAME**

One-Time Security Code

 When you continue, we will call or send a text message and ask you to enter a one-time code.

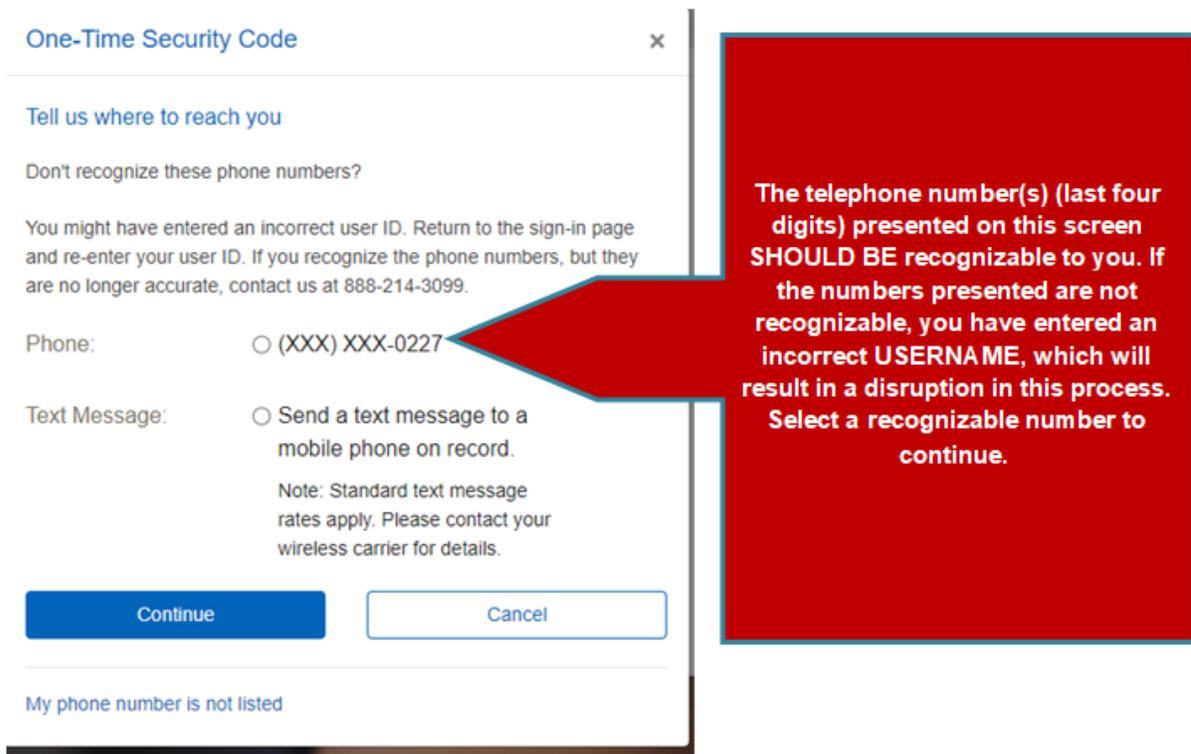
[Continue with Security Code](#) [Cancel](#)

[Enter different User ID](#)

See Next Page

STEP 3

The telephone number(s) (last four digits) presented on this screen **SHOULD BE** recognizable to you. If the numbers presented are not recognizable, you have entered an incorrect **USERNAME**, which will result in a disruption in this process. Select a recognizable number to continue.



The image shows a screenshot of a web application dialog box titled "One-Time Security Code". The dialog box has a close button (X) in the top right corner. Below the title, there is a link "Tell us where to reach you". A question "Don't recognize these phone numbers?" is followed by a paragraph: "You might have entered an incorrect user ID. Return to the sign-in page and re-enter your user ID. If you recognize the phone numbers, but they are no longer accurate, contact us at 888-214-3099." There are two options: "Phone:" with a radio button and "(XXX) XXX-0227", and "Text Message:" with a radio button and "Send a text message to a mobile phone on record." Below the text message option is a note: "Note: Standard text message rates apply. Please contact your wireless carrier for details." At the bottom, there are two buttons: "Continue" (blue) and "Cancel" (white with blue border). Below the buttons is a link "My phone number is not listed". A large red callout box on the right side of the dialog box contains the text: "The telephone number(s) (last four digits) presented on this screen SHOULD BE recognizable to you. If the numbers presented are not recognizable, you have entered an incorrect USERNAME, which will result in a disruption in this process. Select a recognizable number to continue." A red arrow points from the callout box to the "(XXX) XXX-0227" option.

Please note: When you select your home or cell phone number you receive a security code. Expect to receive a security phone call to the selected number - where you need to enter the code received. Once the code has been entered, the system then, will communicate that "You have successfully completed the authorization" and, you will be allowed to proceed.

STEP 4

Input your Password. Your initial password to the new Online banking system is **the last 6 digits** of your Social Security Number.

Sign in to CTB Online Banking

If this is your initial login to our new Online Banking system, your password is the last 6 digits of your Social Security Number for consumer profiles or Employee Identification Number.

Otherwise, if you have already logged in to our new system, use the password you created when you initially logged in.

Please enter your password and click Sign In.

User ID:

Password:

[Enter different User ID](#)

[Forgot your password?](#)

YOUR PASSWORD FOR THIS SCREEN MUST BE the LAST SIX (6) DIGITS OF YOUR SOCIAL SECURITY NUMBER

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STEP 5

System will prompt you to **RESET** your password of your personal choice. Please ensure your password meets the required criteria to proceed.

Reset Password

New password:

Confirm new password:

Submit

Password requirements: 8 of 8 requirements met

Your password:

- ✓ Must be 8 - 32 characters.
- ✓ Must include at least 1 letters.
- ✓ Must include at least 1 numbers.
- ✓ Cannot include spaces.
- ✓ Cannot include a character that repeats more than 2 times in a row.
- ✓ Cannot include the following characters: \<>'
- ✓ Is case sensitive.

STEP 6

Your Password has been changed. You have completed the Online Banking registration process. You can now successfully access Online Banking using your established username and password.

