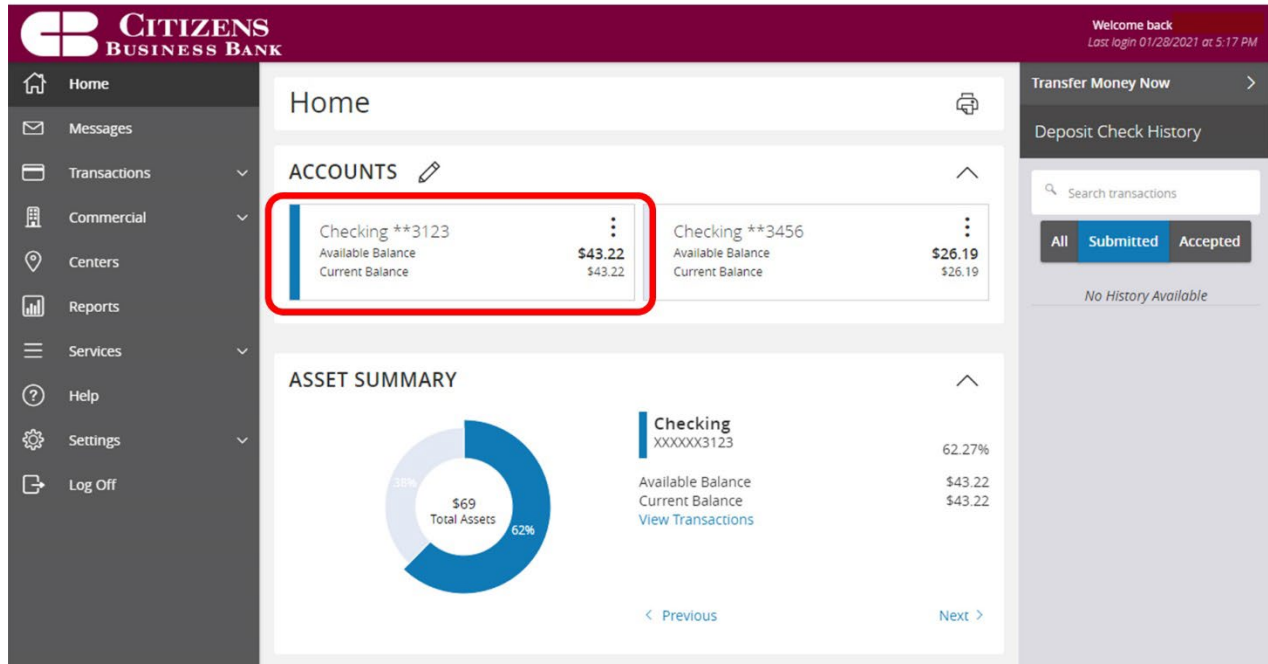


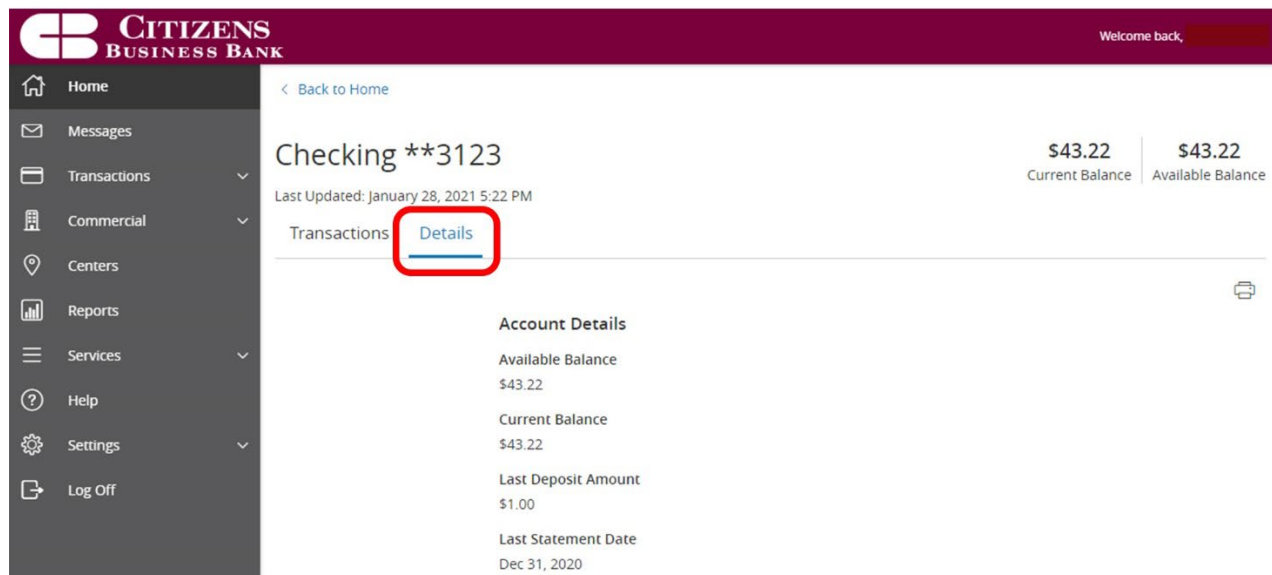
To access your accounts to view balances, history, and transaction details, please follow the instructions below.

1. On the **Home** page, click on an account to view a listing of the details and transaction history associated with the account.



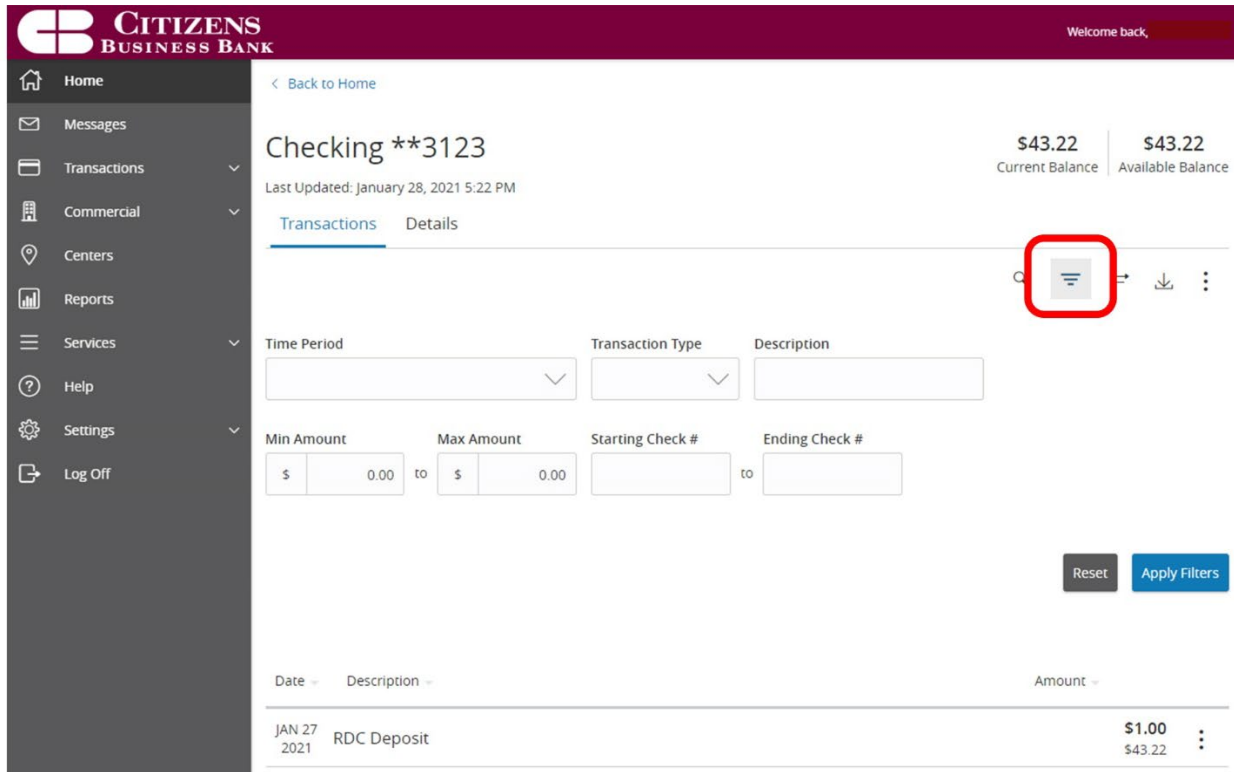
The screenshot shows the 'Home' page of the Citizens Business Bank online banking interface. A red box highlights the 'Checking \*\*3123' account card, which displays an Available Balance of \$43.22 and a Current Balance of \$43.22. Below this, an 'ASSET SUMMARY' section features a donut chart showing that the highlighted checking account represents 62.27% of the total assets (\$69). Other account cards for 'Checking \*\*3456' are visible, showing an Available Balance of \$26.19 and a Current Balance of \$26.19. The interface includes a navigation menu on the left, a top header with the bank logo, and a right sidebar with options like 'Transfer Money Now' and 'Deposit Check History'.

2. Click the **Details** tab to display the account details.



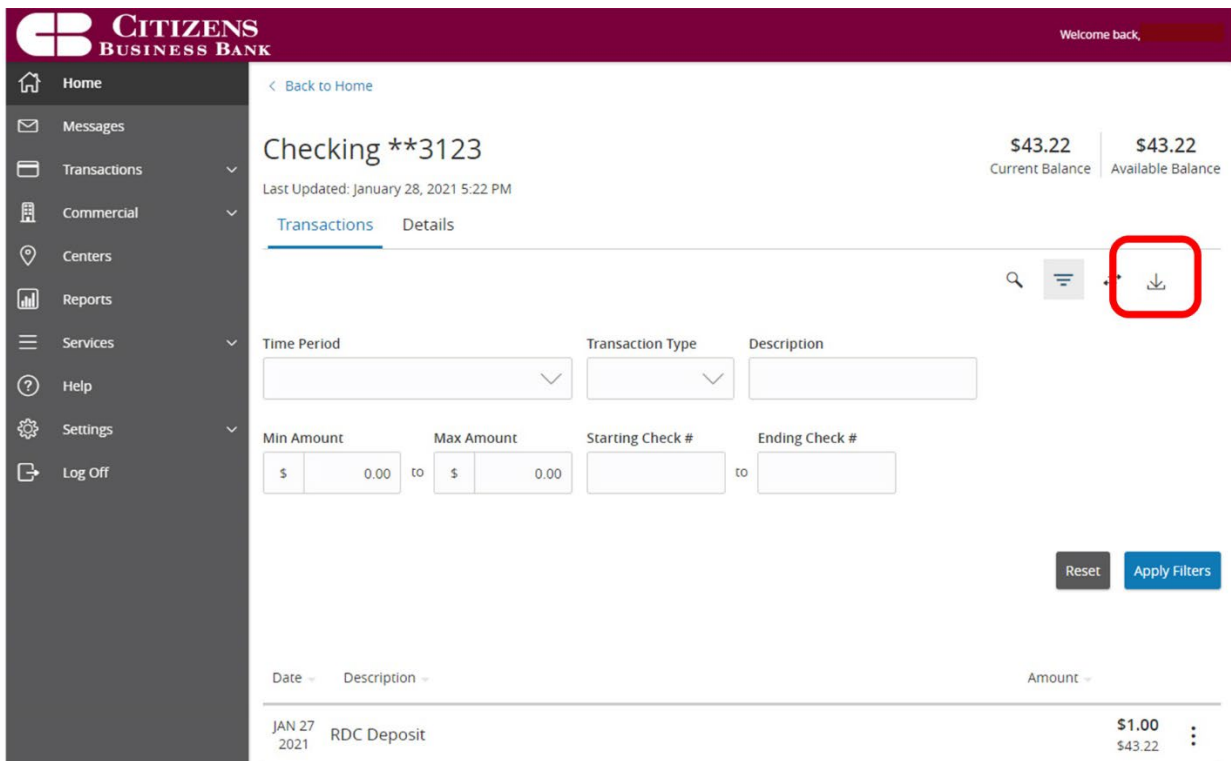
The screenshot shows the 'Details' page for the 'Checking \*\*3123' account. A red box highlights the 'Details' tab in the navigation menu. The page displays the account name 'Checking \*\*3123' and the current balance of \$43.22. Below this, an 'Account Details' section lists the following information: Available Balance (\$43.22), Current Balance (\$43.22), Last Deposit Amount (\$1.00), and Last Statement Date (Dec 31, 2020). The interface includes a navigation menu on the left, a top header with the bank logo, and a right sidebar with options like 'Transfer Money Now' and 'Deposit Check History'.

3. Select the **Filters** icon to view the various search criteria for transaction history.



The screenshot shows the Citizens Business Bank online banking interface for a Checking account (\*\*3123). The account balance is \$43.22. The interface includes a navigation menu on the left with options like Home, Messages, Transactions, Commercial, Centers, Reports, Services, Help, Settings, and Log Off. The main content area displays the account details and a list of transactions. A red box highlights the filters icon (three horizontal lines) in the top right corner of the transaction list area. Below the filters icon, there are input fields for Time Period, Transaction Type, Description, Min Amount, Max Amount, Starting Check #, and Ending Check #. There are also buttons for 'Reset' and 'Apply Filters'.

4. Select **Apply Filters** once the desired options have been chosen.
5. Select the **Export** icon to display a list of available export formats. Export includes all transactions as filtered by the user.



The screenshot shows the same Citizens Business Bank online banking interface as above. The filters icon is still highlighted with a red box. A second red box highlights the export icon (a download symbol) in the top right corner of the transaction list area. The rest of the interface, including the navigation menu, account details, and transaction list, remains the same.

6. Under **Transactions**, select **Statements** to view a statement. Enter an account and month.

The screenshot shows the Citizens Business Bank online banking interface. The left sidebar contains a navigation menu with items: Home, Messages, Transactions, Funds Transfer, Activity Center, **Statements** (highlighted with a red box), Check Reorder, Business Bill Pay, Commercial, Centers, Reports, Services, Help, Settings, and Log Off. The main content area is titled 'Statements' and contains a form with the following fields: 'Account' (a dropdown menu), 'Date' (a dropdown menu), and 'Document Type' (a dropdown menu set to 'pdf'). A blue 'Get Statement' button is located below the form. The top right of the page displays 'Welcome back, [user name]'.

7. A verification tool ensures your computer is capable of viewing PDF documents. Verification only occurs the first time a computer is used that has not previously been used with your new Online Banking service to view statements.

The screenshot shows the Citizens Business Bank online banking interface displaying a 'PDF Verification' screen. The left sidebar is the same as in the previous screenshot. The main content area is titled 'PDF Verification' and contains the following text: 'The E-Sign Act requires us to verify that you are able to view PDFs. Please help us by following these two steps:'. Below this text are two numbered steps:   
1. Press "Get Code"—you will see a PDF with a code for you to copy and paste. A blue 'Get Code' button is located below this step.   
2. Paste the code exactly as it appears into this field and click Verify. (Can't see a PDF?). A text input field and a blue 'Verify' button are located below this step. The top right of the page displays 'Welcome back, [user name]'.