



@ your service™

## Online Banking Alert Types

Premium alerts allow you to monitor activity and to act quickly to prevent potential fraud issues. United's Online Banking system can send you an email or text notifying you when activity occurs. There are three delivery options for premium alerts:

- Primary e-mail address
- Secondary e-mail address
- Mobile phone number for SMS text messages

Premium alerts can be set up by clicking on the **manage premium alerts** link under the **Customer Service** tab in Online Banking. Below is a list of the available alerts.

### Service Alerts

*While these alerts are automatic, you may still set up delivery preferences.*

- New Online Statement Available
- External Transfers Account Linking process
  - Account Verification required
  - Account Verification completed
  - Test Transaction Verification failed
  - Account verification not completed so locked
- Sign On Credentials Changed
  - User ID Changed
  - Password Changed
  - User ID Lock-out
- Contact Information Added or Changed
  - Primary e-mail Address Changed (sent to old and new e-mail address)
  - Secondary e-mail Address Changed (sent to primary e-mail address)
  - Mobile Phone Number for SMS Messages Changed (sent to Primary e-mail address and SMS sent to phone)

### Online Banking Account Alerts

*These alerts are managed on an account-by-account basis:*

- Account Balance Below Minimum Threshold (two thresholds can be set)
- Account Balance Above Maximum Threshold (one threshold can be set)
- Internal Transfer Completed (to and from the account)
- Internal Transfer Failed (to and from the account)
- Deposit Completed (one amount may be set)
- Check Completed (up to five check numbers may be used at one time)
- Credit Card Payment Completed
- Credit Card Payment Failed
- Certificate Maturity
- External Transfer Completed (to and from the account)
- External Transfer Failed (to and from the account)
- Account Balance Alerts (single or recurring)

### Bill Pay alerts

*The Following alert categories are available:*

- eBills – Incoming Bills and Notices
- eBills – Setup
- eBills – Warning/Reminder
- Funding Account changes
- Payee Maintenance
- Payments – Automatic Payment updates

- Payments – Daily Report of Sent Payments
- Payments – Expedited Payment Sent
- Payments – Problem with a Scheduled Payment
- Payments – User-Created Reminder

### ATM/Debit Card alerts

*The Following alert categories are available:*

- Credit Transaction At or above \$\_\_\_\_\_ Processed
- Card Transaction Declined
- Transaction Monitoring – Suspicious Activity
- Transaction Monitoring – International Transaction
- Transaction Monitoring – Out-Of-State Transaction
- Transaction Monitoring – Card Not Present