

Expect the best online banking experience.



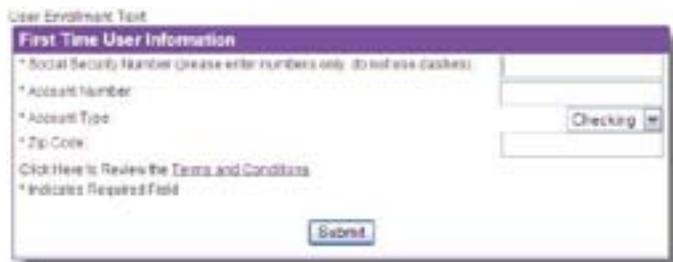
Q&A

YOUR MONEY NOW.



**Q. How do I enroll for the first time?**

A. Go to [www.premierbanking.com](http://www.premierbanking.com), hover over **ONLINE BANKING** and click on “ENROLL”. On the next screen enter the required information and hit submit.

A screenshot of a web form titled "First Time User Information" for user enrollment. The form includes fields for Social Security Number (with a note to enter numbers only), Account Number, Account Type (with a dropdown menu showing "Checking"), and Zip Code. There is a "Submit" button at the bottom and a link to "Click Here to Review the Terms and Conditions". A note indicates that asterisks denote required fields.

**Q. Can I change my Access ID?**

A. For security purposes, we ask that you contact customer service at 563.588.1000. Premier Bank Operations staff will assist you with your request.

**Q. Can I change my password?**

A. Yes, click on the “Options” tab at the top of the landing page. In the widget titled “Password” click on the “edit” button. Enter your current and new passwords, confirm and hit submit. Passwords are case-sensitive, must be between 6-17 characters, and contain at least one alpha and one numeric character.

A screenshot of a web form titled "Change Password". It contains three input fields: "Current Password", "New Password", and "Confirm New Password". Below the fields is a note: "Your Password is case sensitive and must be 6 to 17 characters, and contain at least one alpha and one numeric character." There are "Return" and "Cancel" buttons at the bottom.

**Q. How do I select a different image when I log in?**

A. Select “Options” at the top of the landing page. In the “Security Data” widget click edit, this will display the options for image categories. In order to remember particular images while searching click the check boxes. To choose your final desired image click directly on the image. This will bring you back to the “Security Data” page where you can change the image phrase if desired. Click on submit to save your changes.

**Q. Will all my transfers, alerts and payees previously set up still work?**

A. Yes, all recurring transfers, alerts and payees will convert to the new Online Banking.

**Q. What is the difference between the “Pay Bills” on the landing page, and the “Bill Pay” option at the top of that page?**

A. The Pay Bills section on the landing page is a quick link to make one or two payments. By selecting the “Bill Pay” option on the navigation bar, you will be directed to the Bill Pay page, where you can add, view or change billers or payments and pay multiple bills at once.

**Q. How do I bring up an image of a check?**

A. When viewing your checking account transactions, the underlined check number is a link that can be selected to bring up an image of the front and back of that check.

**Q. How do I search for a specific check number or amount?**

A. On the landing page, go to the 'search transactions' section. Choose the appropriate account and the criteria by which you wish to search in the pull down menu (date, amount, or check number). Select the date from the calendar, and click 'display'.

**Q. How do I categorize my transactions?**

A. Select the account that you wish to categorize from the "Accounts" tab at the top of the landing page. Hover the mouse above the "transactions" tab and select "all transactions" from the drop down menu. This will display the activity on your selected account. Find the transaction that you wish to categorize and select the  icon. Select your category from the drop down menu  when completed click save.

**Q. How do I use the "chart my spending"?**

A. Once the transactions are categorized by either yourself or our auto categorization, return to the landing page. Go to the spending report area, select the account from the drop down menu, the date ranges and select "chart my spending."

**Q. Do the checks that I have written automatically show in the spending chart?**

A. No, they will not show automatically but you can categorize them in order to have them show correctly in the spending chart. (See "How do I categorize my transactions?").

**Q. How do I retrieve my e-statement?**

A. Select an account then select "Documents". Choose the account and the desired date range and submit. When the rendered statements display, simply click to retrieve statement.

**Q. How do I print my e-statement?**

A. When the statement displays, select  to print or  to save from the toolbar.

**Q. How do I put a stop payment on a single check?**

A. From the Account Summary page, select the "Stop Payments" option, then choose "Add Stop Pay". When the window displays, fill in the required fields as indicated, then select "next". Confirm the information and submit.

**Q. How do I place a stop payment for a whole pad of checks that I am missing? How do I place a stop payment on an electronic transaction?**

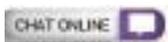
A. Please contact any Premier Bank office at 563.588.1000 so that we may provide assistance with this request.

**Q. How do I set up my e-alerts?**

A. From the landing page, select the tab eAlerts. This opens a new window where you can setup new alerts. Click on eAlerts and at the bottom of the next screen click on the link for "Setup New Alert". Click the drop-down arrow for the type of alert you would like and enter any criteria necessary, hit next, select to be notified by either email or online and hit finish.

You have [0] secure messages and [0] eAlerts waiting for you.

**Q. How do I start an Online Chat session?**

A. Select the button shown as . Type your message in the bottom dialogue box and press 'send'. Wait for the reply message.

**Q. How do I start the Desktop Sharing session?**

A. While in the chat session, select "Conference". Download Web Communicator file if necessary (select Run, and Run again) When the web communicator dialogue box appears, select the icon , then from the 'sharing' text box, choose the program you'd like the representative to see, then select 'share' to begin the session.

[www.premierbanking.com](http://www.premierbanking.com)

**PREMIER BANK**

*Expect the Best.*

563.588.1000



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