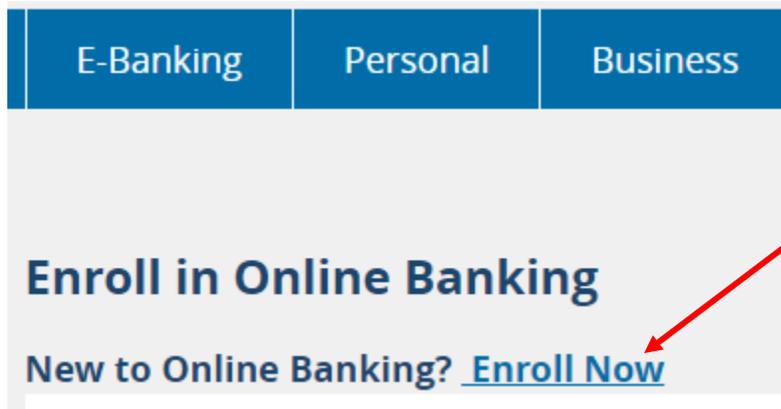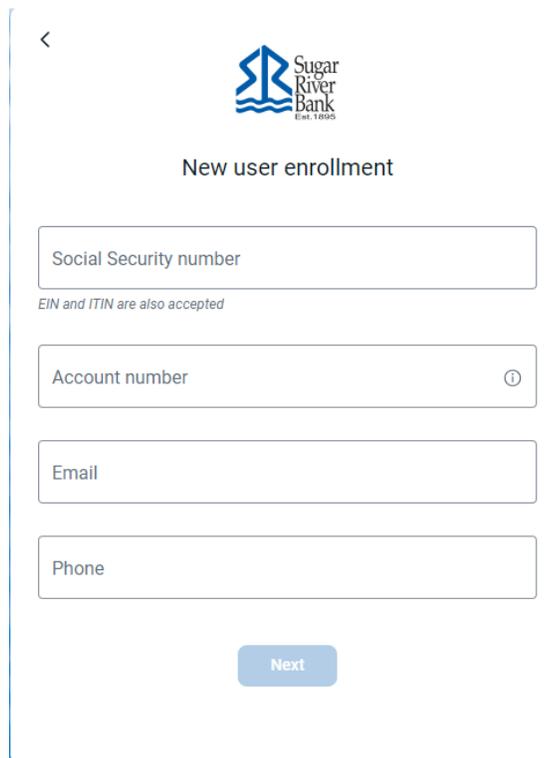# ENROLLING IN ONLINE BANKING GUIDE

New Enrollment in Online Banking

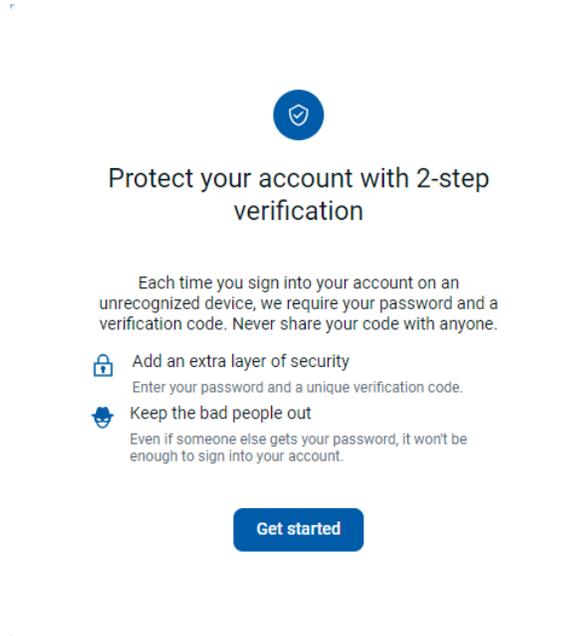Below are instructions on how to enroll.

1. Visit www.sugarriverbank.com and look for Enroll in Online Banking under E-Banking.
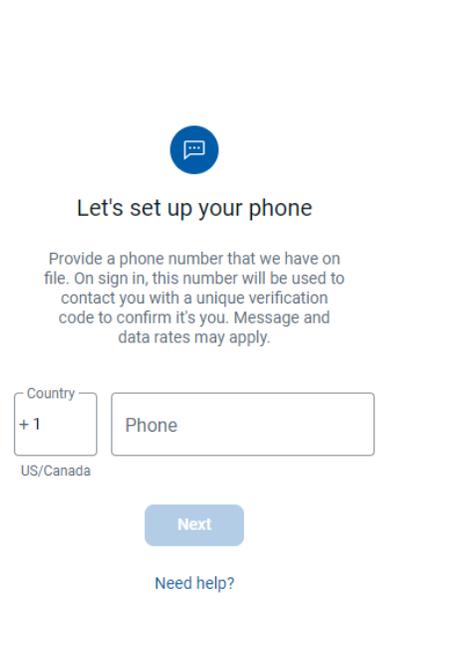2. Select Enroll Now

3. Enter all required information. You will need your Social Security Number, account number, email address and phone number. All information entered must match what is on your customer profile with the bank. If you think something is not current, it is best to contact customer service first before continuing.

4. Protect your account with 2-step verification. You will receive a verification code in the form of a text or a call to the phone number you provide. If you have the Authy app, you can get your code there as well.

Protect your account with 2-step verification

Each time you sign into your account on an unrecognized device, we require your password and a verification code. Never share your code with anyone.

🔒 Add an extra layer of security
Enter your password and a unique verification code.

🕵 Keep the bad people out
Even if someone else gets your password, it won't be enough to sign into your account.

Get started

5. Set up your phone. If the number you enter is not on file with us, you will not be able to continue, you will need to contact customer service to proceed.

Let's set up your phone

Provide a phone number that we have on file. On sign in, this number will be used to contact you with a unique verification code to confirm it's you. Message and data rates may apply.

Country
+1

Phone

US/Canada

Next

Need help?

6. Choose how you want to receive your code. After initial set up, you can manage this section as needed.

7. After receiving your code, enter the code on your screen and select Verify. Once the verification code is entered, you have the option to select "Don't ask for codes again on this computer" if you are signing in from a trusted device. By selecting this option, you avoid having to complete the verification process each time you log in from that device. This is not recommended if you are on a shared or public computer. If you log in using a different or new device, you'll be sent a new code to verify your identity.

You're all set!

From now on, when prompted for a verification code upon sign in you can receive that code from a phone call to this phone number.

Done

8. Read the End User License agreement, check the box that you have read and agree to the terms of service and then click Accept.

End User License agreement (EULA)

SRB Online Banking and Mobile Agreement and Disclosure Effective 12/15/2023

This Online Banking Agreement and Disclosure (the "Agreement") is entered into between Sugar River Bank (the "Bank") and the customer of the Bank, who subscribe to SRB Online Banking Services ("Online Banking"). This Agreement applies to all use of the customer's accounts whether by the customer or by any other person authorized by the customer, and the customer will be responsible for all such use. The customer is sometimes referred to in the Agreement as "you" or "your" and the Bank is sometimes referred to as "we", "us", and/or "our". If you use SRB Online Banking or permit another person to use Online Banking on your behalf, you agree to the terms and conditions stated in the Agreement.

A. SCOPE OF AGREEMENT

A.1 Other Accounts, Loan Agreements and Services. This Agreement governs online access to your accounts with the Bank. The terms and conditions set forth herein are in addition to, and do not cancel or supersede, any other agreements or signature cards governing your deposits, loans or other business relationships with the Bank. All of the terms, conditions, agreements, representations, schedules, disclosures, and fees set forth in or associated with such other agreements and signature cards remain in full force and effect. However, the persons you authorize to have access to and make transfers from your account(s) through Online Banking may not be the same persons who are authorized to sign on the account under your other agreements and signature cards with us, or you may give them

☐ I have read and agree to the terms of service.

Accept

9. Create your Username and password. If the Next button cannot be selected, review the rules for the password, and verify that you have typed the same password twice.

Create credentials

Username

Show rules

Password

Show rules

Confirm password

Next