



## Managing Alerts

Alerts can be sent through email and text.

Establish or confirm appropriate contact information through “Self-Administration” Tab then the “Personal Preferences” setting

Add email address by clicking the “Add” blue hyperlink

Edit the current email address by clicking the edit Icon at the right in the email box

Add a phone number by clicking the “Add” blue hyperlink in the telephone box

Edit the phone number by clicking the edit Icon at the right in the telephone box

Update current phone number for the option to send text alerts by clicking the check Icon on the right side of the telephone box

**SOUTH SHORE BANK** | Welcome | Reports | Money Movement | Account Services | Administration | Hi, Ed | Sign Off | Last Login: Jul 3, 2023, 2:07:54 PM ET

Business Online Banking | FDIC | FDIC insured - Backed by the full faith and credit of the U.S. Government | Approvals | Exceptions

### Self Administration

Change Password | **Personal Preferences** | User Activity Report

#### Email

The primary e-mail address listed below will be used for bank communications such as alerts and electronic statement notifications. A secondary e-mail address can be added for use as an optional or backup e-mail.

Primary Email Address: **ed.aka@charlestridggroup.com** [Edit] [Delete]

[Add]

#### Telephone

The telephone numbers listed below may be used to contact or notify you for security reasons. Mobile telephone numbers in (xxx) xxx-xxxx format can be used for alert notifications that you select to receive as text messages. Select the mobile number you want to use for text message alerts below. Your alert subscriptions will be updated, and you will receive a welcome message at the selected number. To manage your alert subscriptions, go to [Manage Alerts](#).

If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and Data Rates may apply; see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP** as a reply to an alert message or directly to 20736. Messages will come from South Shore Bank as Bank Alerts.

For additional assistance, type **HELP** in response to a message from 20736 or send an email to [BOB@southshorebank.com](mailto:BOB@southshorebank.com). You can also contact us in Secure email using the Contact information on this site.

Mobile: (817) 875-5483 [Edit] [Delete]

[Add]

## Go to alerts through Administration > Communication > Manage Alerts

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### Communications

Mail and Alerts | Sent Mail | Forms and Documents | **Manage Alerts** | Contact Us

**Communications**

- Company Administration
- Self Administration
- Service Administration

#### Manage Alerts

Use this page to manage the alerts you receive and how you receive them. You can add new alerts, change existing alerts, or delete non-mandatory alerts. Alerts are delivered to your online banking mailbox. Available destinations depend upon the contact information you enter in [Personal Preferences](#).

If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and Data Rates may apply; see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending **STOP** as a reply to an alert message or directly to 20736. Messages will come from South Shore Bank as Bank Alerts.

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Account: **Personal BLD Account - 10202** | Non-Account | Multiple Accounts | Custom

**Active**

Statement and Document Alerts

Notice Available



Alerts are available for account activities and service-related activities

Account Activities = Statement alerts, balance and activity alerts

Non-Account Alerts = Service-related activities and user changes

## Account Alerts

Account Alerts click “Account” highlighted in blue

Choose the account in the account drop down menu

Click the +sign to the right of the service to access the alert

Choose the email or text option and click “Add”

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If you choose to receive text message alerts, you are agreeing to the [Text Message Terms and Conditions](#) and our posted Privacy Policy. Messages and Data Rates may apply, see your Carrier for details. The frequency of text messages will depend on the alerts you choose. You can change your alert selections at any time. Messages can be discontinued by removing your mobile phone number, changing your alert selections, or by sending STOP as a reply to an alert message or directly to 20736. Messages will come from South Shore Bank as Bank Alerts.

For additional assistance, type HELP in response to a message from 20736 or send an email to [808@southshorebank.com](mailto:808@southshorebank.com). You can also contact us in Secure email using the Contact information on this site.

Account

Non-Account

Multiple Accounts

Custom

Account

BELD Account - 10202

Active

Statement and Document Alerts

Notice Available

Statement Available

Available

Balance and Activity Alerts

Check Presented

Notifies you when a check with a specific check number is presented, based on the previous day's transactions.

Alert When:

Check Number

Add Another

Add

Cancel

Returned Deposited Item

Credit Posted

Send To:

Email

ed.sikou@charlesterbridgegroup.com

Text

(617) 875-5483

## Non-Account Alerts

Account Alerts click “Non-Account” highlighted in blue

Click the +sign to the right of the service to access the alert

Choose the email or text option and click “Add”

Business Online Banking **FDIC** FDIC insured - Backed by the full faith and credit of the U.S. Government

changing your alert selections, or by sending STOP as a reply to an alert message or directly to 20736. Messages will come from South Shore Bank as Bank Alerts.

For additional assistance, type HELP in response to a message from 20736 or send an email to [808@southshorebank.com](mailto:808@southshorebank.com). You can also contact us in Secure email using the Contact information on this site.

Account

Non-Account

Multiple Accounts

Custom

Active

ACH File Upload Approval Pending

Notifies you when an uploaded ach file has approval pending for which you are an approver.

Save

Cancel

Send To:

Email

ed.sikou@charlesterbridgegroup.com

Text

(617) 875-5483

## Multiple Account Alerts



## Provides the ability to add alerts to multiple accounts

### Communications

[Mail and Alerts](#) [Sent Mail](#) [Forms and Documents](#) [Manage Alerts](#) [Contact Us](#)

#### Manage Alerts

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For additional assistance, type **HELP** in response to a message from 20736 or send an email to [BOB@southshorebank.com](mailto:BOB@southshorebank.com). You can also contact us in Secure email using the Contact information on this site.

[Account](#) [Non-Account](#) [Multiple Accounts](#) [Custom](#)

Alert Type  
Wire Transfer Approval Pending

#### Wire Transfer Approval Pending

Notifies you when there is an account that has a Wire Transfer approval pending for which you are an approver.

Send To (Optional):

☐ Email [ed.skou@charlesbridgegroup.com](mailto:ed.skou@charlesbridgegroup.com)

☒ Text: (617) 875-5483

View:  
All Accounts

Accounts  
Select All

Add

Cancel