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

Go to alerts through Administration > Communication >Manage Alerts

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"

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"

Multiple Account Alerts

SOUTH SHORE BANK

Provides the ability to add alerts to multiple accounts

Communications

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

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. Enabled alerts are always delivered to your online banking mailbox. Available destinations depend upon the contact inf

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. 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. 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

☑ Text: (617) 875-5483

View
All Accounts

Accounts
Select All

[Add]   (Cancel)