

CITIZENS SAVINGS BANK

INTERNET BANKING & E-STATEMENTS

What is new in Internet Banking?

Internet Banking is now available at www.csbhawkeye.com. Our new system has A LOT to offer our customers. It provides a real-time look at your accounts.

What do I have to do to use the new system?

All users are required to login by clicking '**Sign-Up Today**' the **first** time you use the new system. You will need to **Opt-In by Agreeing to the Terms and Conditions, create 3 new security questions, a secure password and provide an email address.** You will login with **your social security number as the customer id** and **the last four numbers of your social security number will be your password the first time you log in.** The next time you login, enter your customer id and the blue code in the 'enter code' boxes and click 'Secure Login'. You will need to answer one of your security questions and enter the password you created.

How do I devise a Password to access Citizens Savings Bank's Internet Banking?

Internet Banking passwords must be at least 8 characters and no more than 16 characters. Passwords must include upper and lower case letters, numbers, special characters and symbols. **NOTE:** ; : @ / | characters cannot be used. The system will tell you when the password is Strong.

Here are a few items that are included with Internet Banking:

Account Alerts: Offers you the ability to create notifications in the event that you would like to be reminded of a specific transaction or banking event. The alerts can be set up to be either one-time or recurring. Account Alerts can be sent to you via email, secure message or mobile device. (Text message rates may apply.)

Secure Messaging: Allows Citizens Savings Bank to send a secure message to you or vice versa. Unlike email, all messages are encrypted and secure. This allows us to refer to sensitive data such as account numbers and balances. This is an easy function for you to use since you can use it anytime you are logged into Internet Banking.

Start Page View: Balance is the default start page of Internet Banking. This contains balance information for all accounts. This view can be changed by you in "Options/Customer Info/Select Your Custom Start Page".

Check Image View: View or print your cleared checks from account or check services.

How can I start receiving e-statements?

After signing up for Internet Banking, any customer of Citizens Savings Bank can receive e-statements by Opting In under the e-statements tab.

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