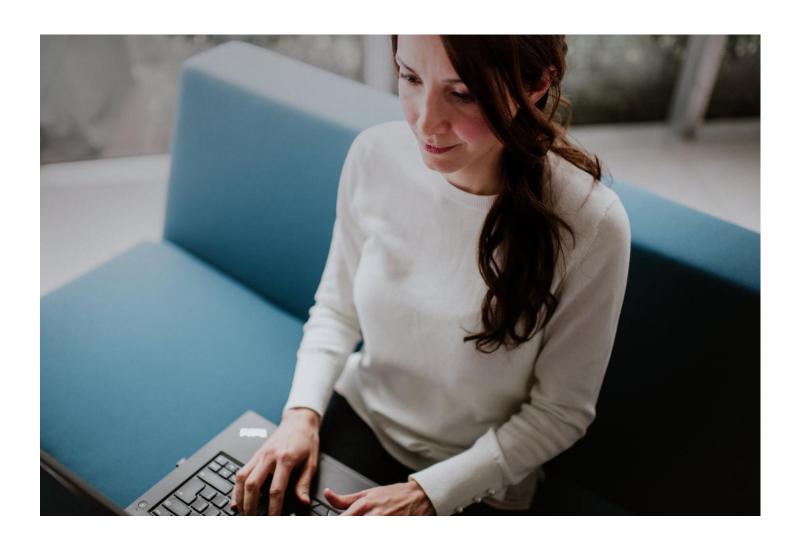


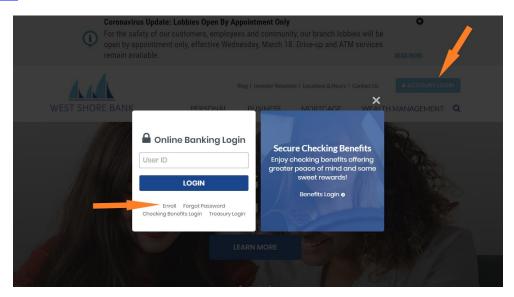
DIGITAL CAPABILITIES



A QUICK REFERENCE GUIDE TO EXPLAIN OUR DIGITAL CAPABILITIES AND HELP YOU MANAGE YOUR FINANCES REMOTELY. COMPLETE WITH INSTRUCTIONS ON HOW TO ENROLL EITHER THROUGH SELF SERVE METHODS OR CONTACTING OUR CUSTOMER CARE TEAMS.

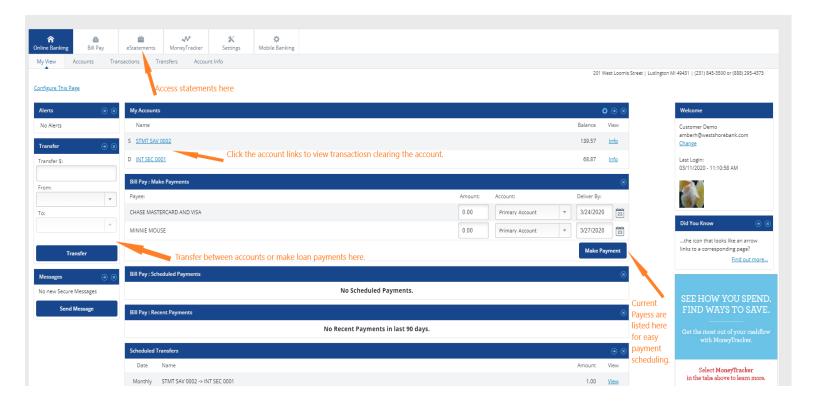
Consumer Digital Capabilities

Not Enrolled? <u>Self-enrollment</u> is available by selecting 'Account Login' on our website's home page or contact <u>Customer Care</u> at 888.295.4373.

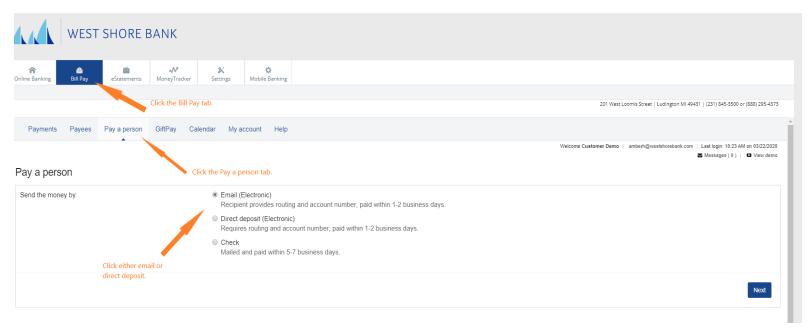


Online Banking Capabilities - most capabilities are accessed right from the dashboard landing page when logging into online banking.

- Check balances
- Transfer funds between accounts
- Make loan payments
- Access e-statements
- Pay bills

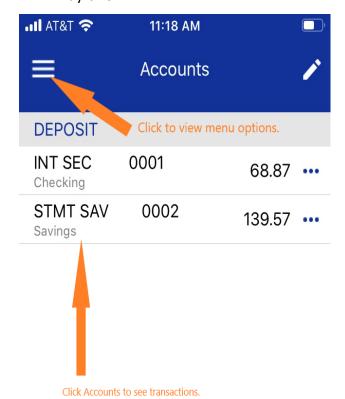


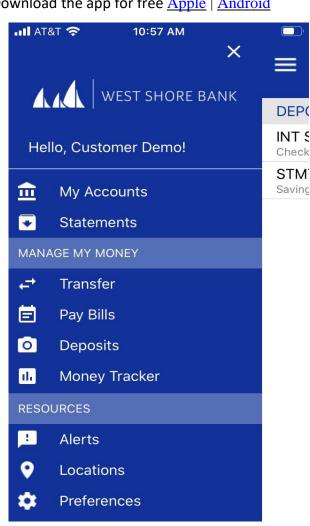
Additional Bill Payment Capabilities – not only can you pay existing billers and add new billers, you also have the ability to pay people electronically. Either email the recipient, which will have them provide their routing and account number, or if they give you their routing and account number, you may enter it for direct deposit. This allows you to pay friends and family electronically.



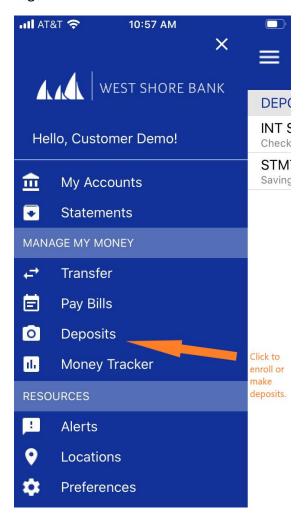
Mobile Capabilities – provides the same access as online banking with a few additional capabilities. You can also enable Touch ID and face recognition if device allows. Once logged in accounts are listed on the landing page. All other capabilities are accessed through the menu. Download the app for free <u>Apple</u> | <u>Android</u>

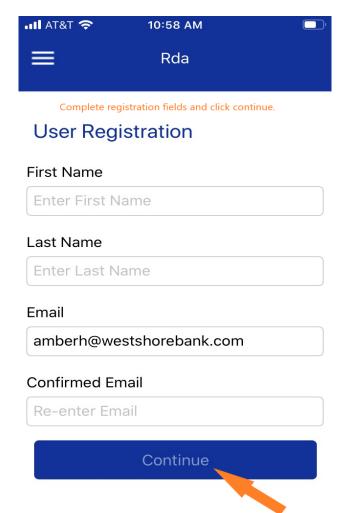
- Check balances
- Transfer funds between accounts
- Make loan payments
- Access e-statements
- Pay bills



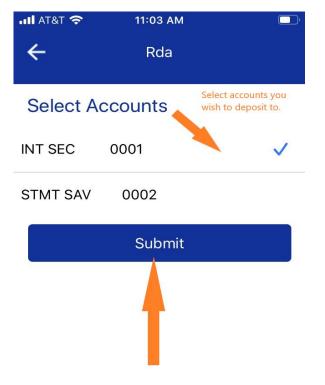


Mobile Deposit Capability – you may also deposit checks from your mobile device. Self-enrollment through the app allows you to deposit checks immediately. Simply click on 'Deposits' to begin and complete user registration.

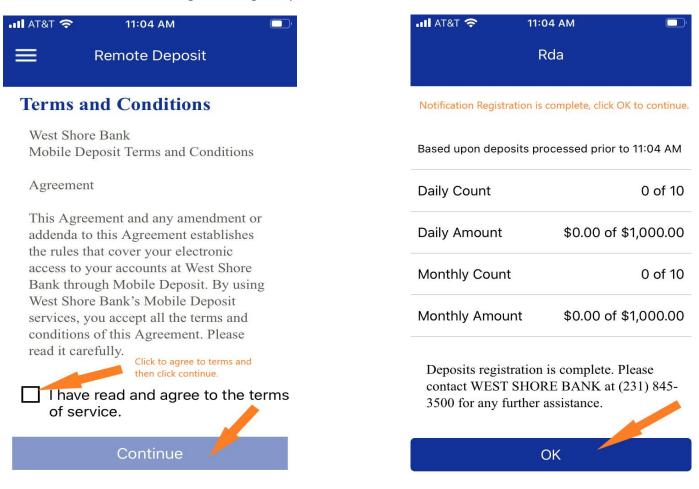




Then Select the accounts you'd like the ability to deposit to remotely.



Next agree to the terms and conditions then click 'Continue'. You'll receive a registration complete notification. Click 'OK' to begin making a deposit.

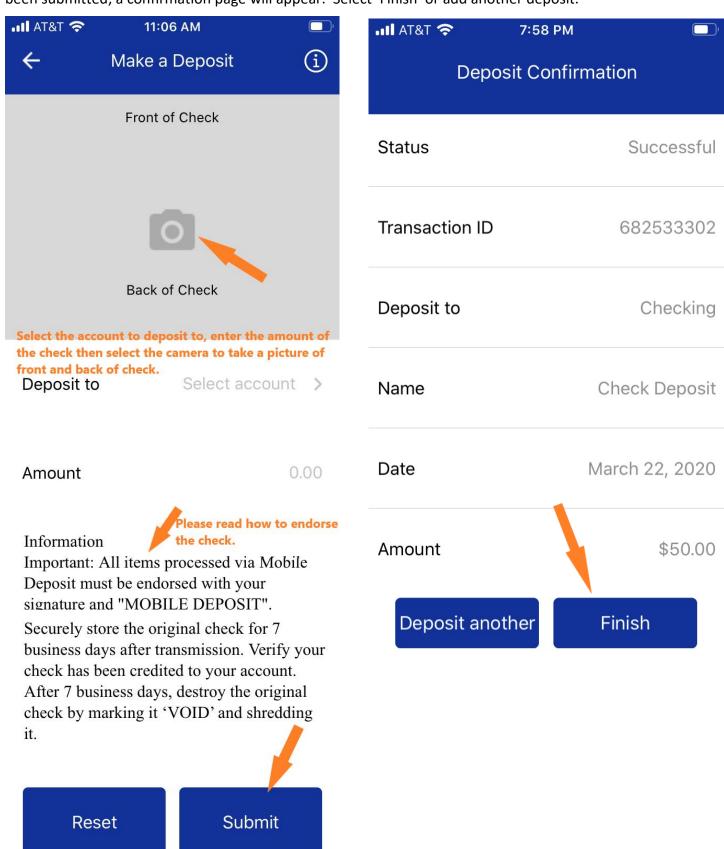


To make a deposit simply click on the + (plus) sign.



No deposits found.

Then you'll be taken to a screen to select the account you'd like to deposit to. Enter the amount of the check you are depositing, take a picture of the front and back of the check, then click 'Submit'. After the deposit has been submitted, a confirmation page will appear. Select 'Finish' or add another deposit.



Online Loan Payment outside of online banking – Don't have your deposit account with West Shore Bank, but still need to make a loan payment? Simply access our online payment portal by clicking <u>Here</u> or from our website home page.

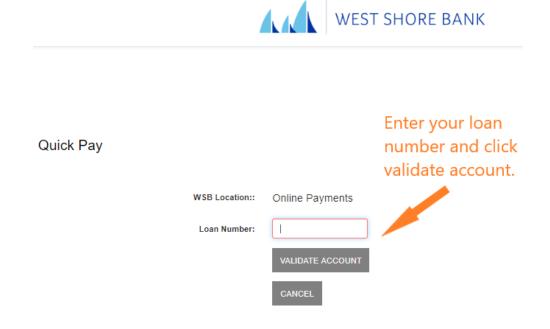
Contact Us



Welcome! Welcome to our Online Payment Portal. Please sign in to make a payment, view payment history or manage payment accounts. You can also make a quick payment without signing in by clicking on To protect your account from unauthorized access, your session will be closed after a 30 minutes of inactivity. If your session ends, log on again. To make a payment without registering a user account click here. Once a user Online Payments account is Returning Users: Enter User Name created login Enter Password here to make Forgot username or password? future payments.

To create a user account click here.

Quick Pay – allows you to make a payment without creating a user account. However, you will be given the option to check a box and create a user account for future payments. If you select this option, the next time you make a payment, you will need to login as a "Returning User".



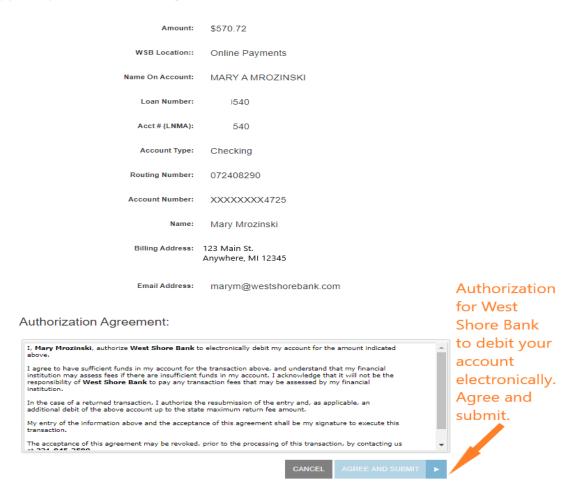
Enter the required information. Choose whether to register a user account and click continue.

Quick Pay

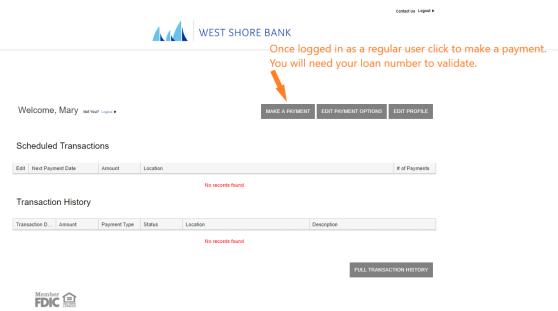
W8B Location::	Online Payments	
Loan Number:	1234567	
	VALIDATE ACCOUNT	
Account Search Result		
	MARY A MEGRINOVI	
Name On Account:	MARY A MROZINSKI	
Loan Number:	1234567	
Acot # (LNMA):	1234567	
Address:	123 MAIN ST ANYWHERE,MI 12345	
Home Phone (CFMA):	123456789	
Payment Amount (LNMA):	\$570.72	
Pay This Amount:	\$570.72	
Acot#(LNMA):		
	1234567	
Payment Type:	Bank Account •	
Account Type:	Choose Type ▼	Complete the required
Name On Account:	Name on account is required	fields in red.
is Business Account:	Budge is servined	A
Routing Number:	Nobing is required	
Account Number:	Account number is required	
Address:	Address is required	
8ulte/APT#:		
City:	City is required	
State/Region:	Select •	
Postal Code:	Required	
Country:	USA •	Check this box to save
Email Address:	someone@example.com	your information and
Confirm Email Address:	someone@example.com	register a user account.
	Register and Save Payment Information	
By clicking "Register and Save Payment Information", an account will be created for you. Your Username will be the email address that you enter and confirm above. A first time password will be sent to that email address. You can log into your account with this information from the welcome screen.		
Quick Payments made before 8:00 PM will be posted on the next business day.		
Gulok Payments made after 8:00 PM will take an additional business day to post. CANCEL CONTINUE Click Continue.		

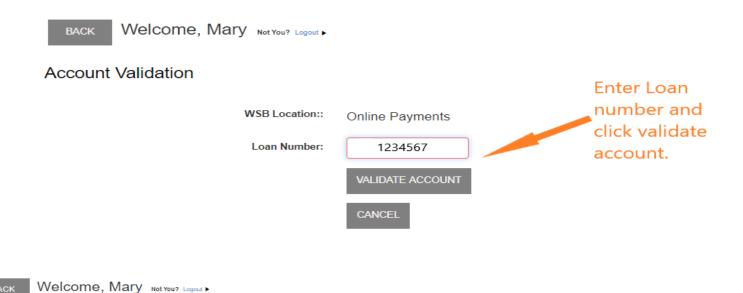
Final step is to authorize the debit from your deposit account.

To process the quick payment, verify all information is correct, click on agree and continue.



Returning User Payment – once you create a user account, please login using the "Returning Users" login on the payment portal page. Note – please do not use the "Account Login" button at the top right corner of our website homepage. Your username is the email address used when registering the account. If you forgot your password, please click the forgot password link below the login. Once logged in, select 'Make A Payment'.



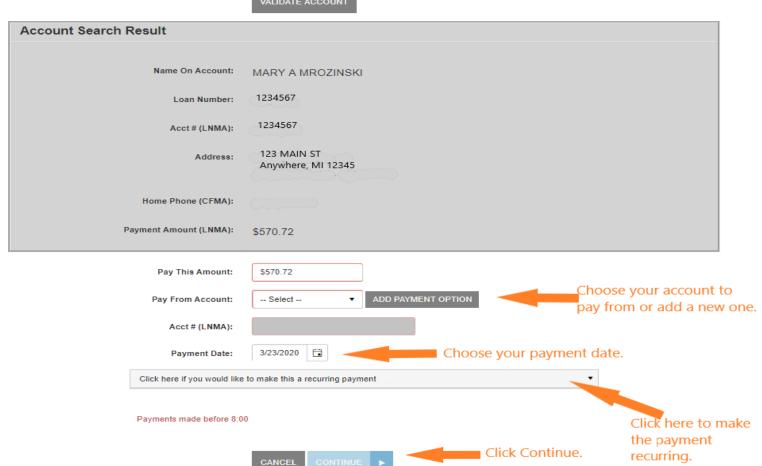


Account Validation

WSB Location:: Online Payments

Loan Number: 1234567

VALIDATE ACCOUNT



Confirmation

To process the your payment, verify all information is correct, click on agree and continue.

Amount: \$570.72

WSB Location:: Online Payments

Name On Account: MARY A MROZINSKI

Loan Number: 1234567

From Account: Checking: XXXXXX4725

Acct # (LNMA): 1234567

Authorization Agreement:

I, Mary Mrozinski, authorize West Shore Bank to electronically debit my account for the amount indicated above.

I agree to have sufficient funds in my account for the transaction above, and understand that my financial institution may assess fees if there are insufficient funds in my account. I acknowledge that it will not be the responsibility of **West Shore Bank** to pay any transaction fees that may be assessed by my financial institution.

In the case of a returned transaction, I authorize the resubmission of the entry and, as applicable, an additional debit of the above account up to the state maximum return fee amount.

My entry of the information above and the acceptance of this agreement shall be my signature to execute this transaction.

The acceptance of this agreement may be revoked, prior to the processing of this transaction, by contacting us

Authorization to debit your account electronically agree and submit.



CANCEL

AGREE AND SUBMIT

| |

Welcome, Mary Not You? Logout ▶

Transaction Receipt

Amount: \$570.72

WSB Location:: Online Payments

Name On Account: MARY A MROZINSKI

Loan Number: 1234567

Account #: Checking: XXXXXX4725

Transaction Date: 3/27/2020

Acct # (LNMA): 1234567

Authorization Agreement:

I, Mary Mrozinski, authorize West Shore Bank to electronically debit my account for the amount indicated above.

I agree to have sufficient funds in my account for the transaction above, and understand that my financial institution may assess fees if there are insufficient funds in my account. I acknowledge that it will not be the responsibility of West Shore Bank to pay any transaction fees that may be assessed by my financial institution.

Options to print or save receipt. In the case of a returned transaction, I authorize the resubmission of the entry and, as applicable, an additional debit of the above account up to the state maximum return fee amount.

My entry of the information above and the acceptance of this agreement shall be my signature to execute this transaction.

The acceptance of this agreement may be revoked, prior to the processing of this transaction, by contacting us at 231-845-3580.

Edit a Payment – As a registered user, you can edit payments before the processing time. To edit a payment, simply click the pencil icon next to the payment.

WEST SHORE BANK

Welcome, Mary Not You? Logout ▶ **Scheduled Transactions** Edit Next Payment Date # of Payments Amount Location Amount: WSB Location: Select Account: Online Payments 🔻 \$570.72 Checking: XXXXXX4725 ▼ Frequency: Payment Day: Start Date: Once a Month ▼ 27 ▼ 3/27/2020 Click the pencil to edit or delete. # of # Payments Made: Next Recurrence: .. 0 3/27/2020 Payments: ☐ Infinite Payment Delete Payment Transaction History Transaction D... Amount Payment Type Location Description No records found

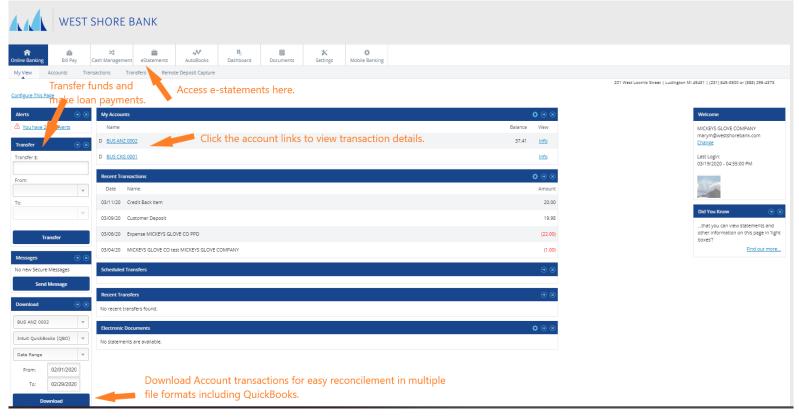
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Small Business Digital Capabilities

Not Enrolled? Please contact Customer Care at 888.295.4373 for assistance in enrolling.

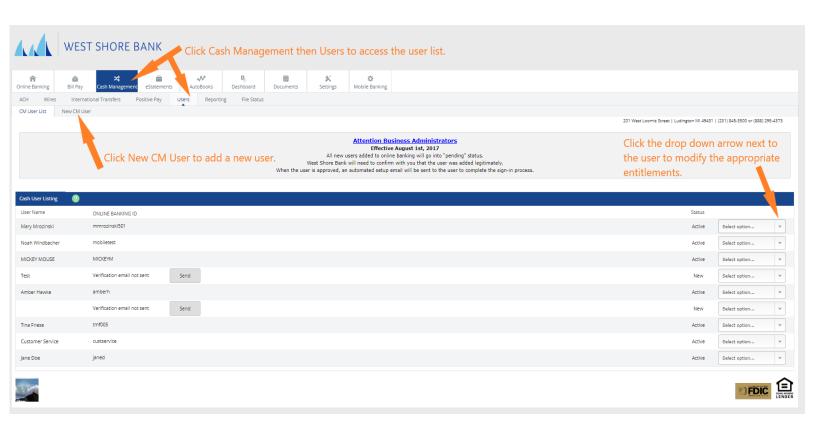
Online Banking Capabilities - most capabilities are accessed right from the dashboard landing page when logging into online banking.

- Check balances
- Transfer funds between accounts
- Make loan payments
- Access e-statements
- Pay bills
- Download account transactions in multiple file formats



Manage Users Online – small business users have the ability to manage their own users. You can decide what entitlements the user has within the system. Setup new users or modify user entitlements. The entitlements options are listed below:

- Admin ability to manage other users
- Control access times by day of the week and time of day
- Limits for internal transfers
- Account and statement access
- Bill payment access
- Balance type available to view
- Transaction inquiry access

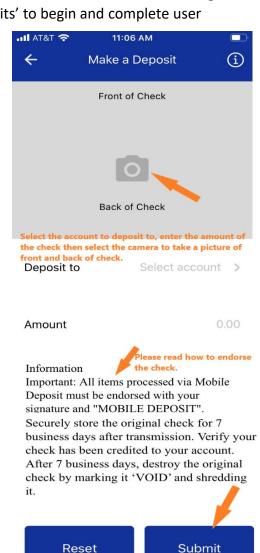


Mobile Deposit Capability – you may also deposit checks from your mobile device. Self-enrollment through the app allows you to deposit checks immediately. Simply click on 'Deposits' to begin and complete user

registration. Once complete, click the + sign on the Deposits page. Then you'll be taken to a screen to select the account you'd like to deposit to. Enter the amount of the check you are depositing. Take a picture of the front and back of the check, then click 'Submit'. After the deposit has been submitted, a confirmation page will appear. Click 'Finish'.



No deposits found.

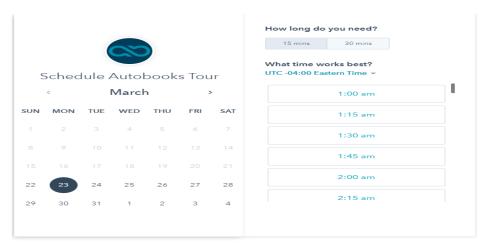


Autobooks – Need to send invoices and accept payments electronically? Check out our <u>Autobooks Page</u> on our website to send yourself a sample invoice. With Autobooks, a business can send invoices, accept payments from multiple channels (such as credit card, ACH, and automatic check deposit), and even automatically update its books with each transaction. Autobooks allows you the ability to:

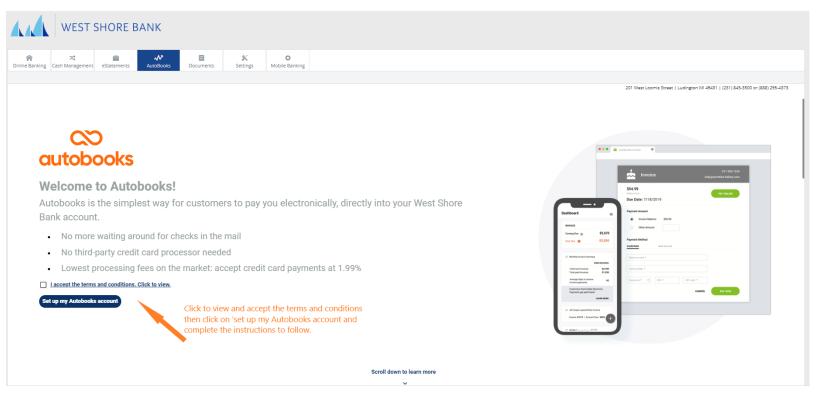
- Send invoices online and schedule recurring invoices
- Accept credit and debit cards, electronic bank transfers and checks
- Automatically add late fees for past due invoices
- Save money with low credit card processing fees: 1.99%
- Reconcile automatically every day
- Customize product codes
- Get reports for tax time

Don't need to create invoices but want to accept electronic payments? Many businesses use Autobooks for a payment form to link to existing invoices or a website for payment. To learn more, schedule a demo with an expert at your convenience by clicking <u>Here</u>.

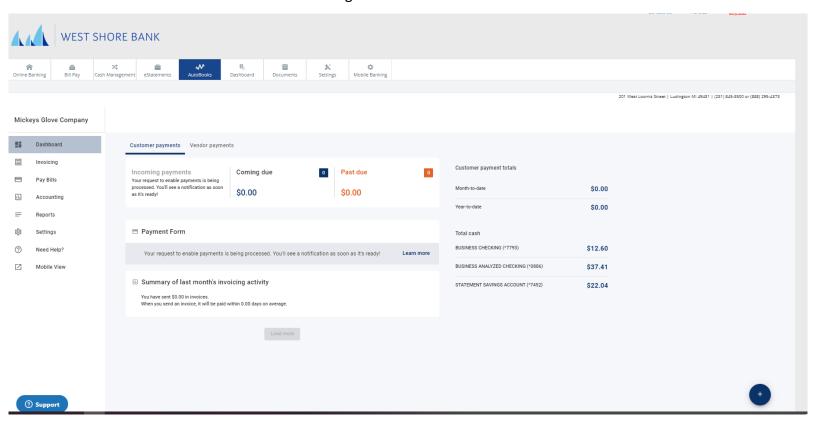
We'd love to take 10 minutes to show you the quickest ways to use Autobooks. Pick your favorite day and time, and we'll give you a call.



Love the demo and want to enroll? It's as easy as clicking the Autobooks tab within online banking.



Scroll to review more information on enrollment. Accept the terms and conditions and click on 'set up my Autobooks account' to complete the enrollment. Once enrollment is complete, you'll be able to access the Autobooks services from within online banking on the Autobooks tab.

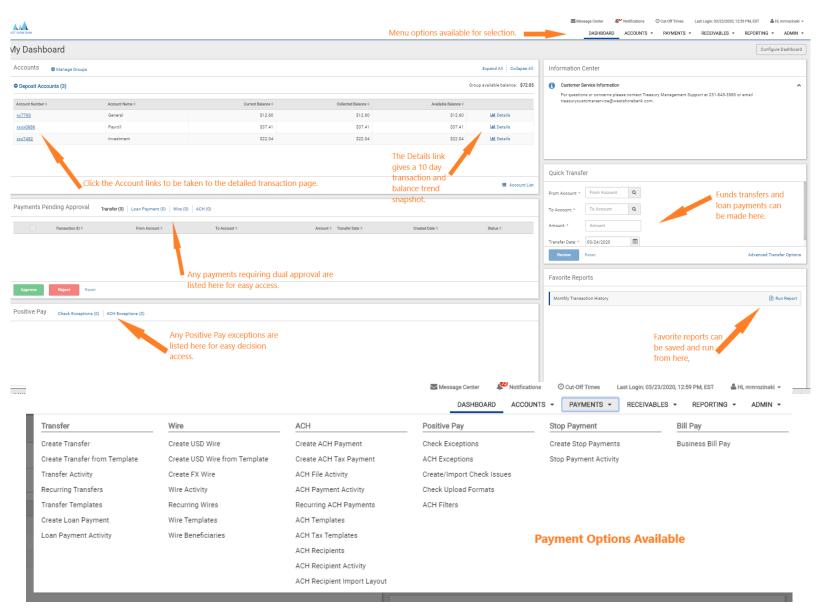


Commercial/Treasury Digital Capabilities

Not Enrolled? Please contact Treasury Customer Service at 231.845.3580 for assistance in enrolling.

West Shore Bank's treasury management services help you streamline your finances with electronic tools that increase efficiency, improve your cash flow, maximize liquidity and mitigate risks. These capabilities are all accessed in one **online platform** and include:

- View account balances, transaction activity and e-statements
- Business Bill Pay: Provides the control to delegate payment tasks and set dual approval
- Automated Clearing House (ACH) Services: Initiate payments and receivable collection electronically
- Electronic Data Interchange (EDI): Provides your business with the tools necessary to interpret ACH addenda records.
- Wire Transfer Service: secure and convenient service for domestic and international wires
- Remote Deposit Capture: Enables your business to deposit checks electronically from the convenience
 of your office or in the field from a desktop scanner or mobile device
- Positive Pay Services: Minimizes the risk of fraudulent check activity and unauthorized transactions
- Smart Pay Express: Allows businesses to quickly and easily create an online payments solution allowing them to accept credit card and ACH payments from their customers electronically



Most functionality accessed within the online portal is also accessible on the WSB Treasury mobile app, with the addition of mobile deposits. Specific capabilities include:

- View account balances and transaction details
- Transfer funds between accounts
- Approve pending payments and users (ACH, wire, transfers, and loan payments)
- Decision Positive Pay exception items
- Deposit checks
- Create ACH and Wire payments from templates
- Business Bill Payment create payments, access payee list, view scheduled payments and history Download the free mobile app for Apple | Android

