



WEST SHORE BANK

Simple Secure Checking Identity Protection

Quick Reference Guide

Protect What Matters Most

As a Secure Checking customer, you have access to **Identity Protection services** designed to help monitor your personal information and alert you to potential fraud or identity theft. Enrollment is quick, secure, and completed directly through Digital Banking.

Enroll in 4 Easy Steps

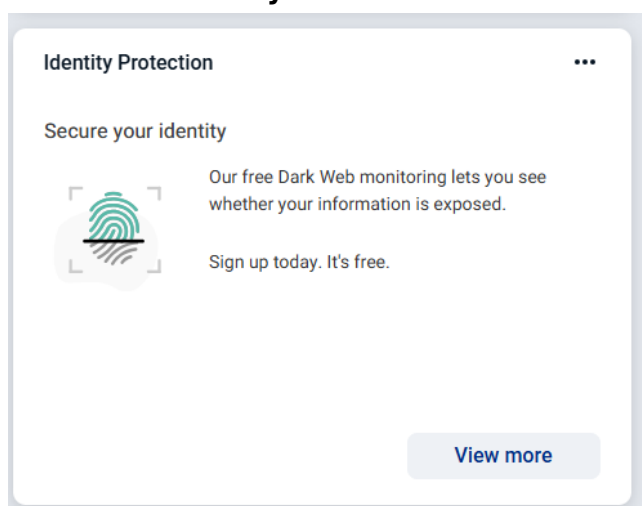
Step 1: Log In

Log in to West Shore Bank Digital Banking and locate the **Identity Protection** widget on your dashboard.

Step 2: Add the Widget (if needed)

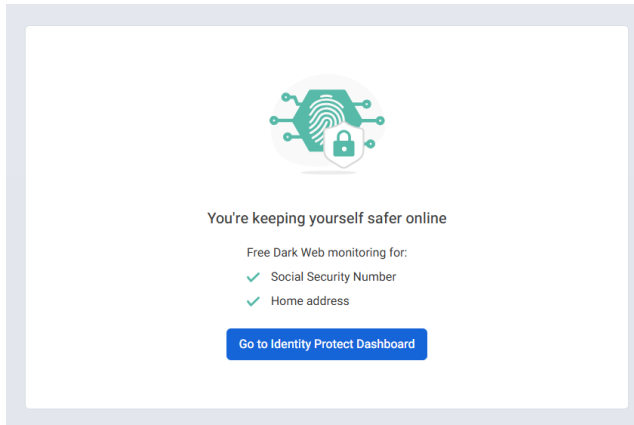
Don't see the Identity Protection widget?

1. Click the **ellipsis (•••)** on your dashboard.
2. Select **Organize Dashboard**.
3. Add the **Identity Protection** card.



Step 3: Locate Identity Protection

1. Click **View More** on the Identity Protection widget.
2. Select **Go to Identity Protect Dashboard**.



Step 4: Confirm & Submit

Your information will automatically populate into the enrollment form.

- ✓ Review the information for accuracy
- ✓ Click **Submit**

Verify your identity
Please confirm your information to verify your identity.

First name	Last name	
SANDY	JONES	
Street address		
568 BIRCH STREET		
City	State	ZIP Code
TRAVERSE CITY	Michigan ▼	49685

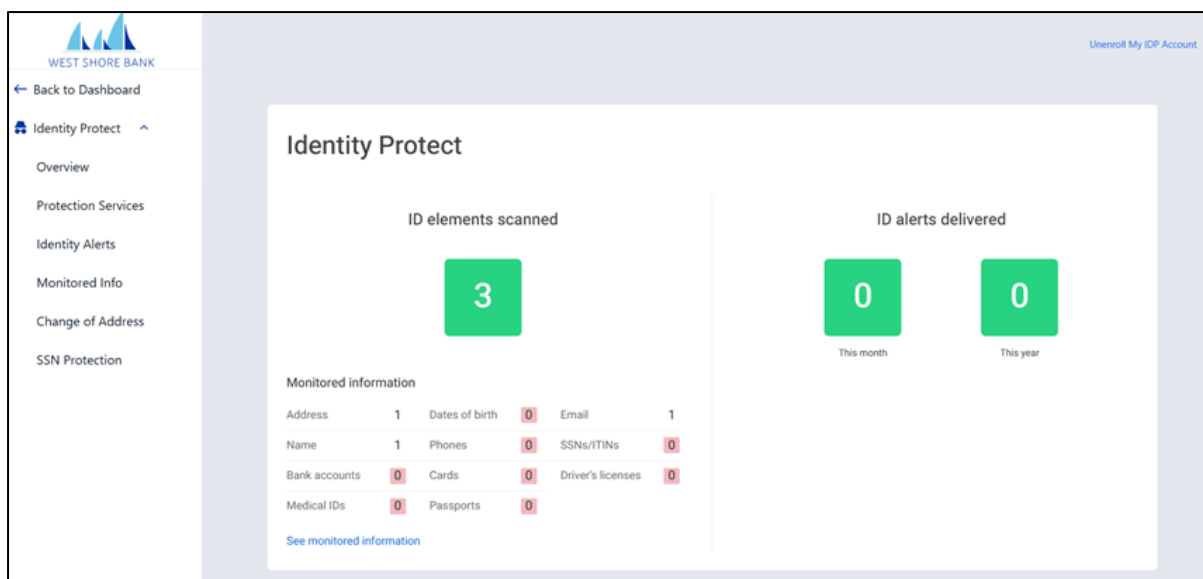
I understand that by clicking the "Submit" button below, I agree to the Terms and Conditions and acknowledge receipt of the Privacy Policy. I am authorizing West Shore Bank to monitor my credit profile on a recurring basis for changes. I further understand that I can withdraw this authorization at any time by contacting West Shore Bank.

You're enrolled! Your Identity Protection services are now active.

What Happens After Enrollment?

Once enrolled:

- Your Identity Protection services are activated.
- Your name, address, and email address are automatically added to monitoring services.
- You'll receive alerts if potentially suspicious activity is detected.
- You can add additional information for monitoring at any time.



Understanding Your Dashboard

Overview

The Overview page lets you:

- See the number of identity elements being monitored
- Review any active alerts
- View available protection services
- Quickly access and update monitored information

Protection Services

Access important resources including:

- Summary of Benefits
- Identity Theft & Fraud Claim Form
- Identity Restoration Services contact information

Identity Alerts

Review alerts with detailed descriptions to help determine whether activity is legitimate or requires attention.

Monitored Information

Add additional information for enhanced monitoring and protection. You can add:

Information Type	Maximum Allowed
Addresses	Up to 10
Bank Accounts	Up to 20
Debit/Credit Cards	Up to 10

Driver's Licenses	Up to 10
Email Addresses	Up to 10
Phone Numbers	Up to 10
Social Security Numbers	Up to 3
Date of Birth	1
Passports	Included
Medical IDs	Included

Key Benefits

- ✓ Fast enrollment directly through Digital Banking
- ✓ No additional usernames or passwords required
- ✓ Automatic enrollment of key personal information into monitoring services
- ✓ Ongoing identity monitoring and alerts
- ✓ Self-service dashboard access 24/7
- ✓ Identity Restoration support if you become a victim of identity theft

Need Assistance?

If you have questions about your Identity Protection benefits, contact Customer Care at 888-295-4373 or access the Protection Services section within your Identity Protect Dashboard.

Secure Checking Identity Protection—simple enrollment, continuous monitoring, and peace of mind.