



IMPORTANT ONLINE BANKING ACCESS

Effective June 25, Falcon National Bank’s online banking technology will be new. This system upgrade will impact customer login procedures.

WHAT YOU NEED TO KNOW

To log on to the system for the first time you will need to know your Nettleter ID number. If you do not know your Nettleter ID number, please contact your local bank.

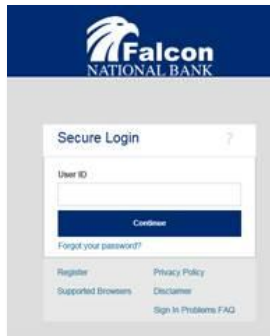
ACCESSING THE NEW ONLINE BANKING SYSTEM

Follow the instructions below to log into the new online banking system for the first time.

1. Go to www.FalconNational.com website and click on Online Banking



2. Enter your Nettleter ID number in the User ID > Click Continue

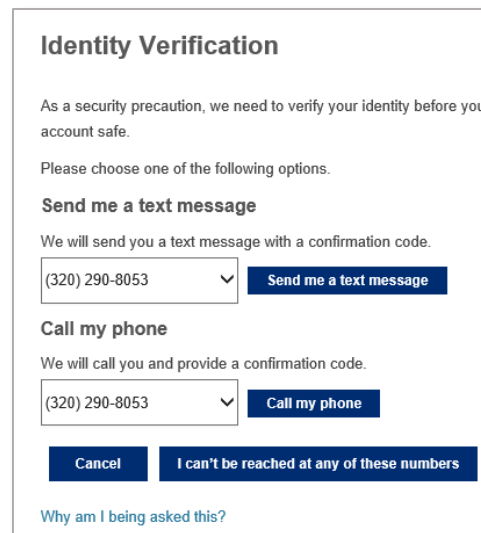


*Once you are logged into online banking, if you would like to change your User ID, you can do so in the Profile Menu > Profile Updates > Change User ID

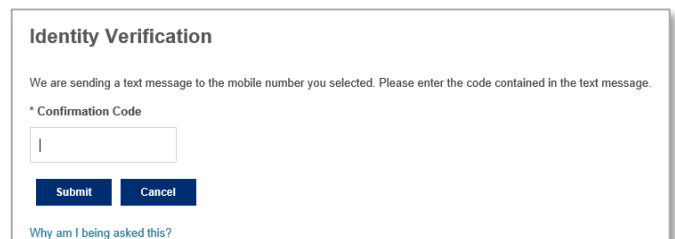
3. Enter your Nettleter ID number again in the User ID > Enter your first name and last name > Click Submit



4. Follow the Identity Verification steps: Choose to either have a text message sent to your phone or receive a phone call to receive your confirmation code.



5. Enter your confirmation code > Select submit



Continued on back →



6. Choose your password. (*Please take note of the password requirements) > Set Password

User Verification

The password you create must be between 8 and 32 characters and must contain at least three of the following four items: lowercase letters (a-z), uppercase letters (A-Z), digits (0-9), symbols (~!@#%&*^_+=[];:~.,/)

Password

Confirm Password

[Set Password](#) [Cancel](#)

7. Proceed with the New Security Features > Select Continue

New Security Features

What is it?
In order to make your online banking experience as secure as possible, we are introducing several enhancements that will help detect any suspicious activity.

How does it work?
If anything out of the ordinary is detected, we will ask you a few additional security questions to verify your identity. These are questions that are designed to help us detect any suspicious activity and prevent anyone from trying to gain unlawful access to your accounts would be stopped, even if they had your user ID and password.

What are the next steps?

1. Select and answer three security questions.
2. Choose a personal image and give it a name.
3. Continue banking, with an even higher level of security.

[Continue](#)

8. Select and answer your security questions > Select Continue

Select your Security Questions and enter your Secret Answers

PLEASE NOTE: For your convenience, we offer the option to set up your security questions later. However, you will be required to go back to this screen at a later date to take a moment to setup your questions now.

Please select your security questions below and provide answers to each. Enter your answers carefully as you will need to supply exact answers to these questions. If you are sharing this account with someone else, please make sure to share your questions and answers with them as well.

[Security FAQs](#)

What was the family name of your nearest neighbor in 2000?

What was the name of your first dog?


What are the last four digits of your parents' phone number?

[Continue](#)

9. Select your Personal Image and Name > Select Continue

Select your Personal Image and Name

Your Personal Image is a security feature that lets you verify that you are logging on to our legitimate site, and not an imitation site designed by a criminal. From now on, whenever you log in, the name you give it will be displayed. Once you verify that your image and name are correct, you may enter your password and access your accounts. If you do not see your image, please contact us immediately.

Your Personal Image:


[Select a different image](#)

Give Your Personal Image a Name
We recommend using a name that might be difficult for someone else to guess. You may use letters and numbers only and there is a character limit of 64.

[Continue](#)

10. Review your questions and answers

Please review your Questions and Secret Answers

Your Questions and Secret Answers

What was the family name of your nearest neighbor in 2000?
2000

What was the name of your first dog?
first

What are the last four digits of your parents' phone number?
number

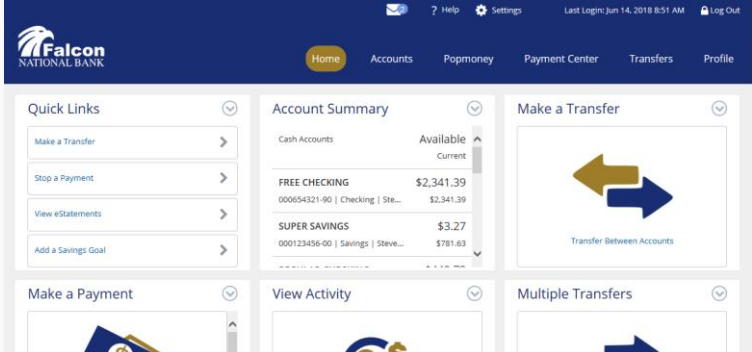
[Edit](#)

Your Personal Image


Your Personal Name
baked pastries

[Edit](#)

11. You should then be brought directly to the home page where you will see your accounts.



If you have any questions, please contact your local bank.

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