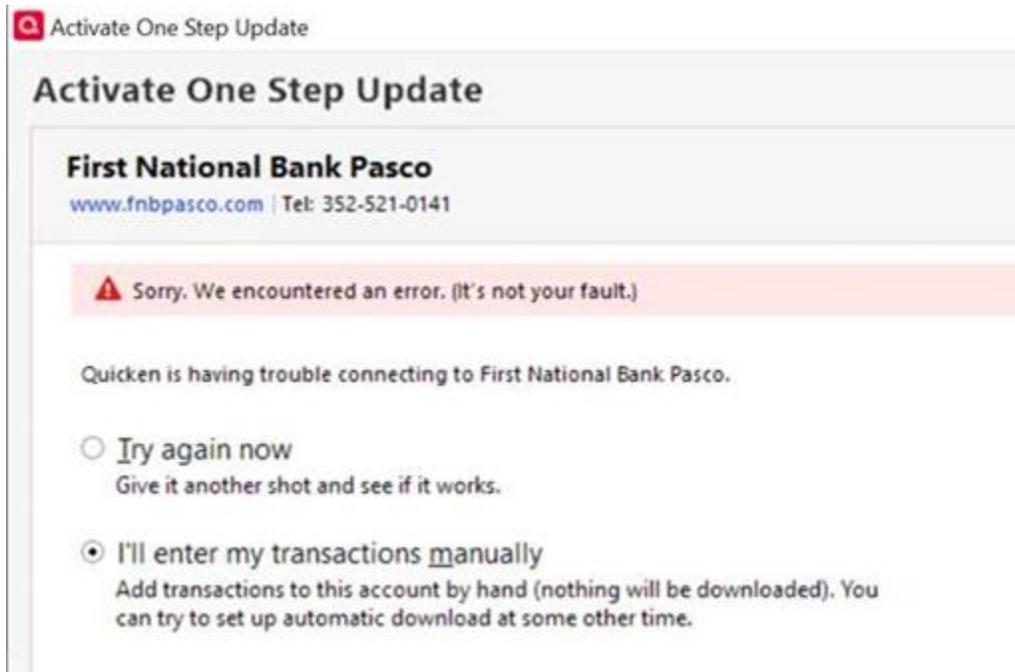


Solving the Quicken Connectivity Issue (for Direct Connect Users)

If customers are receiving the error message shown below:



Please have them do the following:

1. Login to their online banking through our website.
2. Once they are on their Dashboard, they will need to click their profile icon in the top right corner (generally represented by their initials).
3. Click on the "Security" option.
4. Scroll until they see "Direct Connect," and click on it.
5. Click on "Manage."
6. Scroll to the last one on the list (this will be their most recent attempt), and click on it to approve it.
7. They should now be able to sync their accounts in Quicken by following the prompts on the screen within that program.