Online Banking Web Site Content

The following enhancements are examples of our commitment to continuously enhance our services and to make banking at Commercial Bank the best it can be.

If you have any questions, please contact our online banking department by sending us a message through Online Banking, or call *800-365-1622*.

Web Site Content – All Enhancements

Commercial Bank is pleased to announce that beginning 04/26/2020, Online Banking will provide the following enhancements:

- **Responsive Login Pages**
- **Recurring Transaction Improvements**

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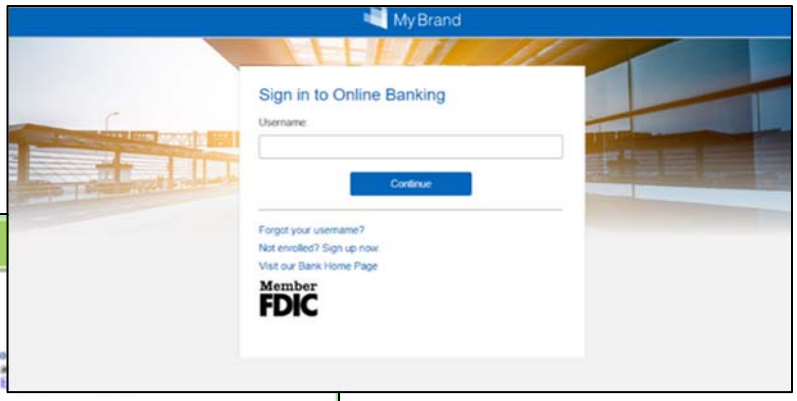
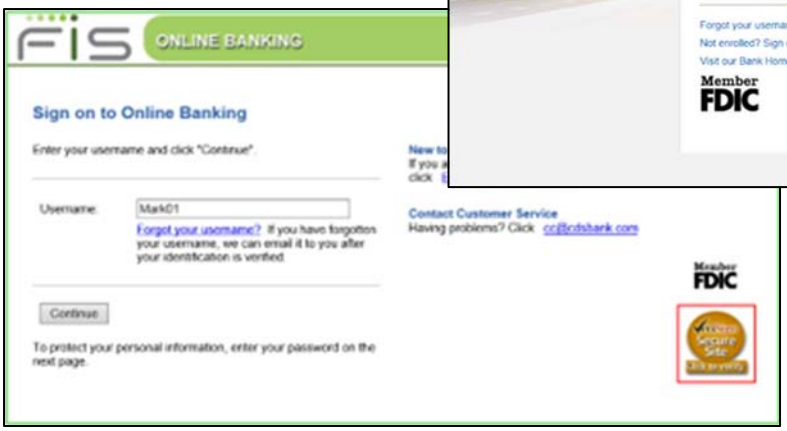
Responsive Login

The login screens have been updated, including screens where you enter your password, tokens, and multi-factor authentication. The screen is now responsive to a tablet, and a mobile device.

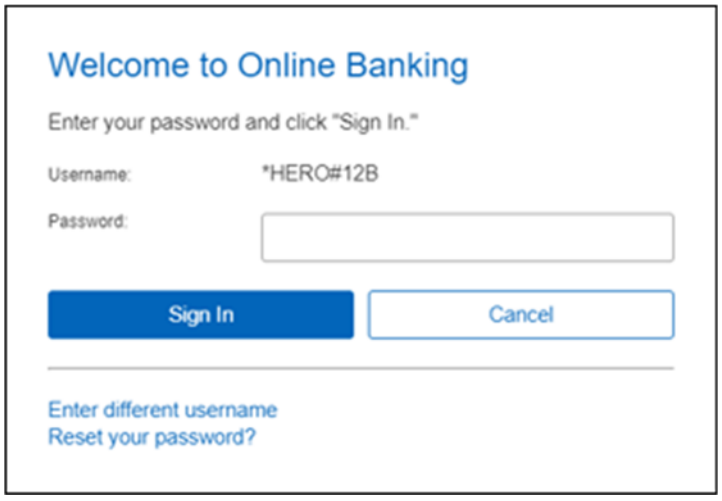


2020 R1 Sign in screen

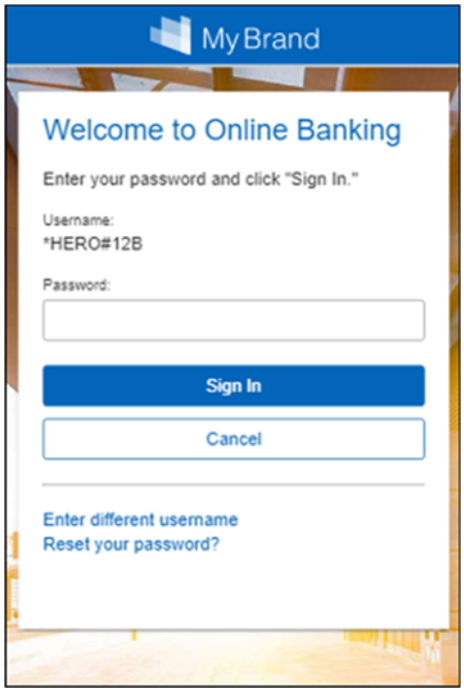


2019 R1 Sign in screen

The Enter Password screen has been updated with the new responsive design. This screen displays after the user has entered their Username on the Sign in screen and clicks **Continue**.



Sign In to Online Banking (with Password) screen



Sign In to Online Banking (Phone) screen

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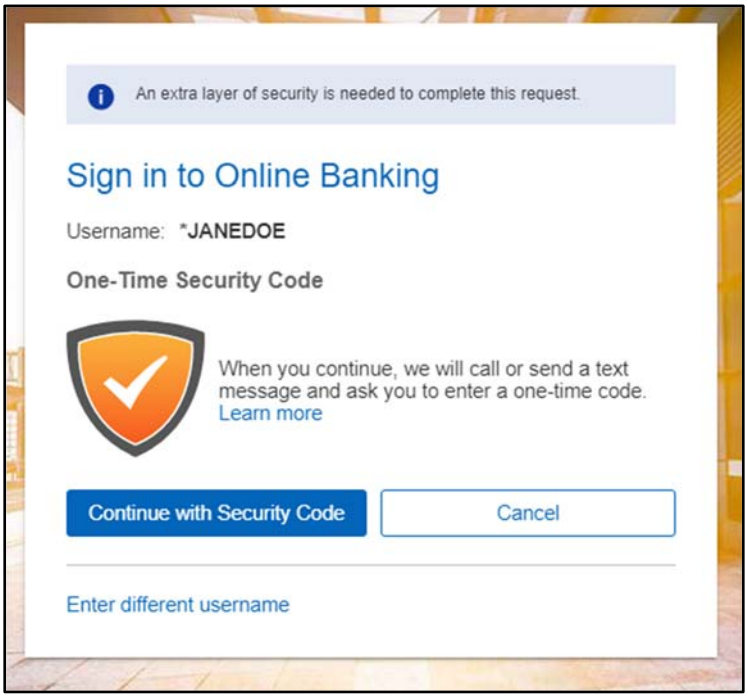
Login Screen with One-Time Security Code

The One-Time Security log in screens have been updated to the new responsive design.



OOBA Sign in (Desktop) screen

OOBA Sign in (Phone) screen

Functionality on the screen has not changed.

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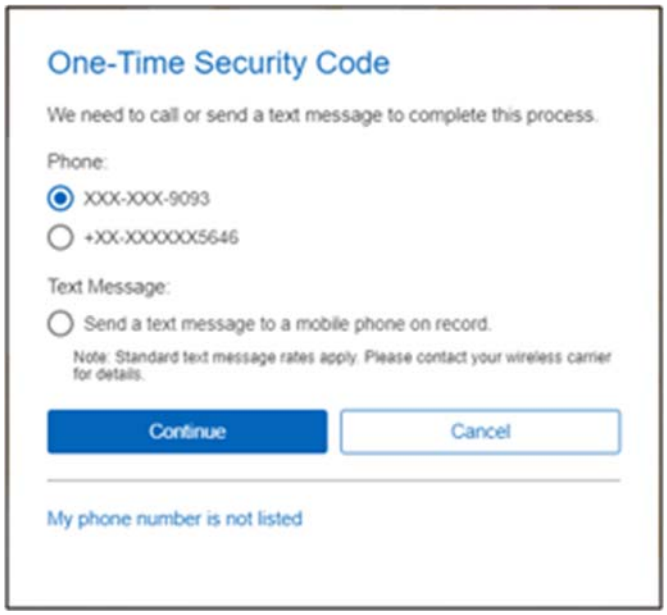
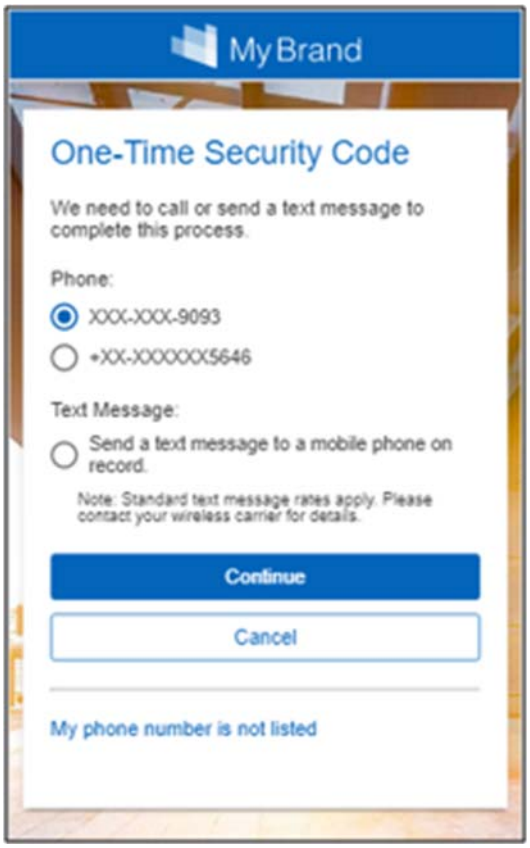


OOBA One-Time Security Code (Desktop) screen



OOBA One-Time Security Code (Phone) screen

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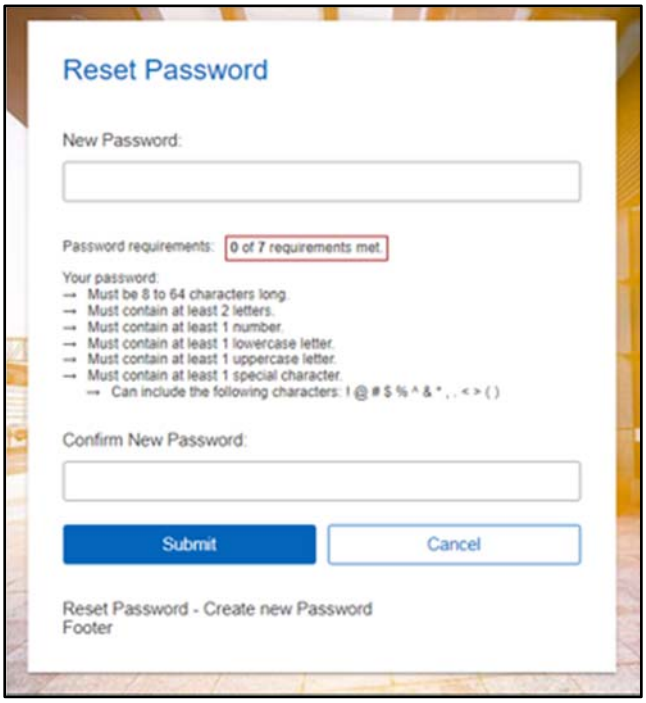
Reset Password Changes

Now, when you change your password, you'll see the password settings we require on the screen.



Reset Password screen

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Recurring Transactions Improvements

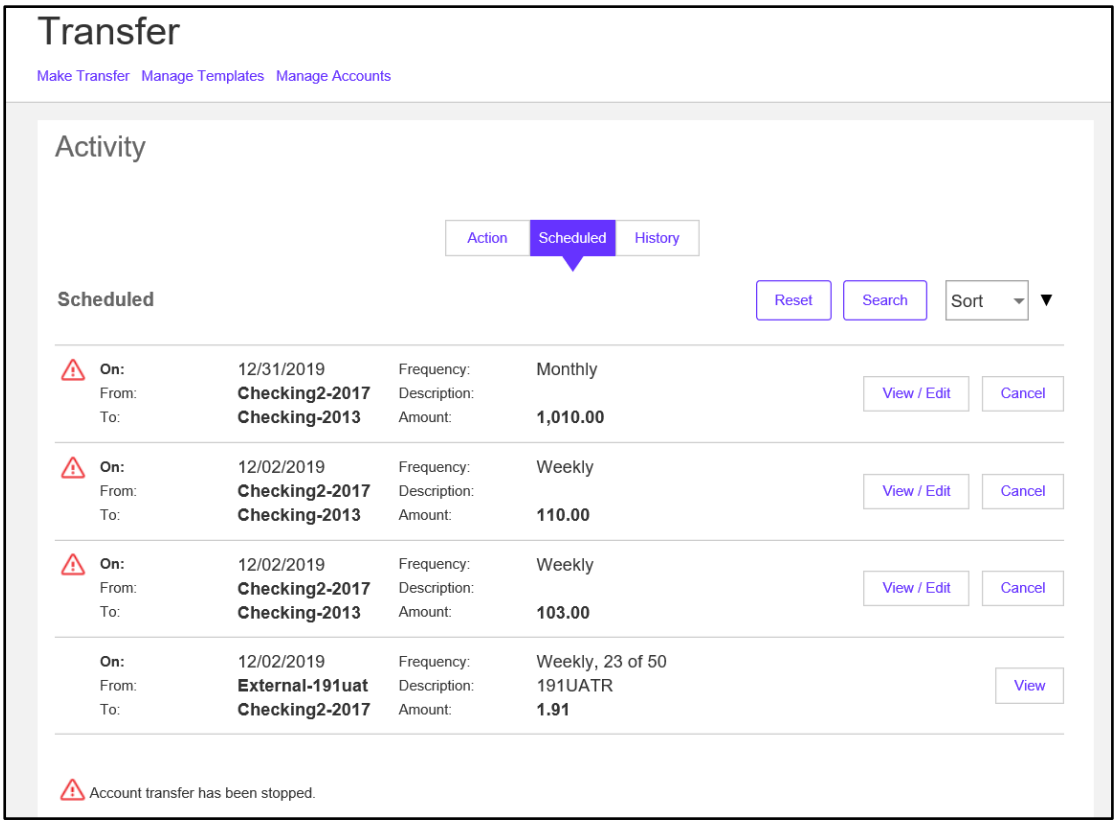
We've made some changes to inform you when a recurring transaction fails, causing your remaining transactions to stop processing. These changes apply to Transfers, Loan Payments, ACH, and Wire Transfers.

- Recurring transactions may fail due to various reasons including you're over your limit, account changes, or balance checks.
- Currently OLB displays failed recurring transactions in *Italics* on the Activity and Scheduled pages without an indication of why it failed.
- With this enhancement, changes will:
  - Send you an alert to notify users when there is an issue with the transaction.
  - Display an alert icon on the page to show you there is an issue.
  - Provide the reason for the issue.

Transfer Activity

If a recurring transaction has failed, an alert icon now displays on Activity and Scheduled Transfer screens on the left of the transaction that failed.

- The bottom of the screen displays a legend for the button.



Transfer Activity screen

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