



THE CITIZENS BANK

Solid Traditions. Smart Solutions.

IMPORTANT INFORMATION AND TIPS IN PREPARATION OF STIMULUS DEPOSITS FROM THE UNITED STATES GOVERNMENT.

1. The Citizens Bank receives incoming files from the Federal Reserve three times a day; early morning, mid day and the last around 4 PM.
2. We encourage our customers to set up ACH alerts in our online system so they will be notified anytime an ACH deposit is credited to their account (*more detailed instructions on next page*).
** Once logged into your online banking: Click on Options> Alerts> Events, then check the box beside Receiving Incoming ACH Credits.*
3. During the last stimulus event, the government provided this link to “check the status” of your payment, once payments are issued, we anticipate this site becoming active again:
<https://www.irs.gov/coronavirus/get-my-payment>

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The Citizens Bank has no control over who receives stimulus money, when stimulus money is deposited and to which accounts. The IRS uses direct deposit information from your last tax returns.

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HOW TO SET UP AN INCOMING ACH ALERT IN NETTELLER, OUR ONLINE BANKING SYSTEM:

Once logged into your online banking: Click on Options > Alerts > Events, then check the box beside Receiving Incoming ACH Credits.

The screenshot shows the NetTeller interface with the following elements highlighted by red boxes and numbers:

- 1.** The 'Options' menu icon in the top navigation bar.
- 2.** The 'Alerts' menu item in the dropdown menu.
- 3.** The 'Events' menu item in the sub-menu.
- 4.** The 'Email' checkbox for the 'Receiving Incoming ACH Credits' alert type.

The 'Edit Event Alerts' section contains the following table:

Alert Type:	When the following occurs:
<input type="checkbox"/> Email <input type="checkbox"/> Login	Receiving Incoming Wires
<input checked="" type="checkbox"/> Email <input type="checkbox"/> Login	Receiving Incoming ACH Credits
<input type="checkbox"/> Email <input type="checkbox"/> Login	Receiving Incoming ACH Debits
<input type="checkbox"/> Email <input type="checkbox"/> Login	Insufficient Funds (NSF)
<input type="checkbox"/> Email <input type="checkbox"/> Login	Statements or Notices
<input type="checkbox"/> Email <input type="checkbox"/> Login	Maturing Loans
<input type="checkbox"/> Email <input type="checkbox"/> Login	Maturing CD's
<input type="checkbox"/> Email <input type="checkbox"/> Login	Transfers Failed - NSF
<input type="checkbox"/> Email <input type="checkbox"/> Login	Transfers Expired
<input type="checkbox"/> Email <input type="checkbox"/> Login	Transfers Failed - Restricted
<input type="checkbox"/> Email <input type="checkbox"/> Login	Transfers Deleted - Closed Act
<input type="checkbox"/> Email <input type="checkbox"/> Login	Expiring Transfers
<input type="checkbox"/> Email <input type="checkbox"/> Login	Email Address Change
<input type="checkbox"/> Email <input type="checkbox"/> Login	Mobile Address Change
<input type="checkbox"/> Email <input type="checkbox"/> Login	Password Changes

Buttons: Submit, Cancel

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