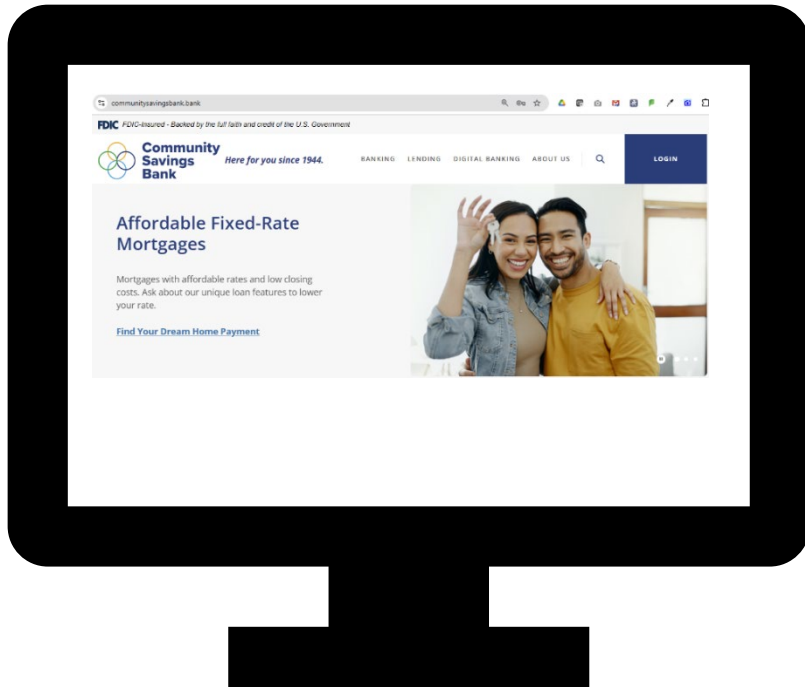


# Enhanced Digital Banking

*Tutorial of what's changing.*

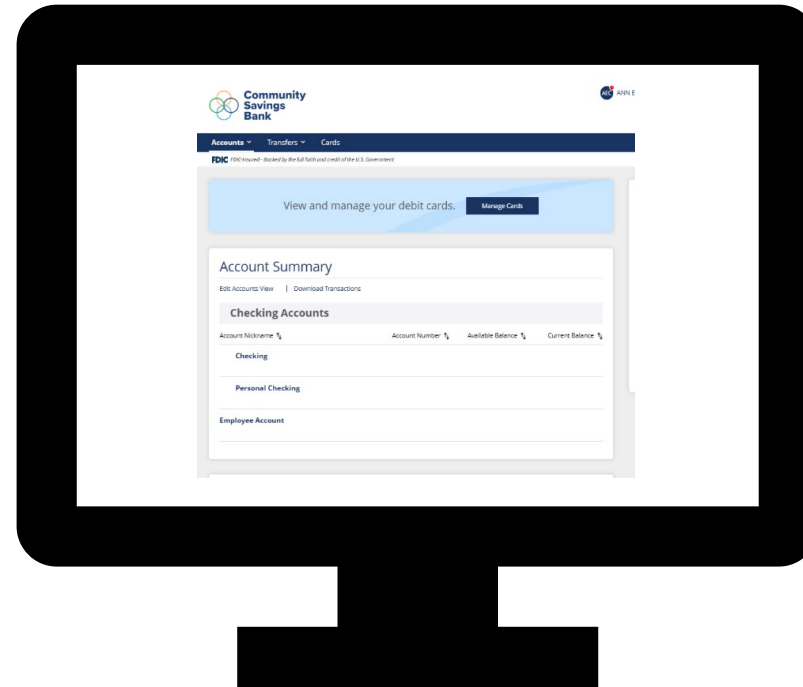
# What's Changing in November

Not changing  
at all



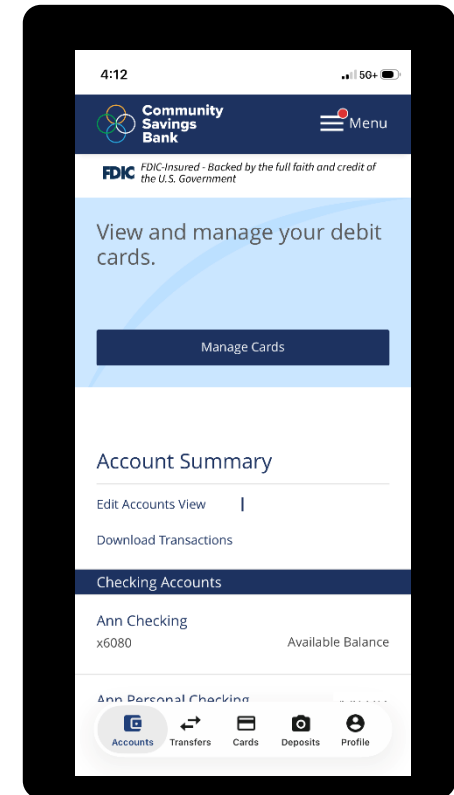
Website

Updating in  
November



Online Banking

Updating in  
November



Mobile App

# What's New

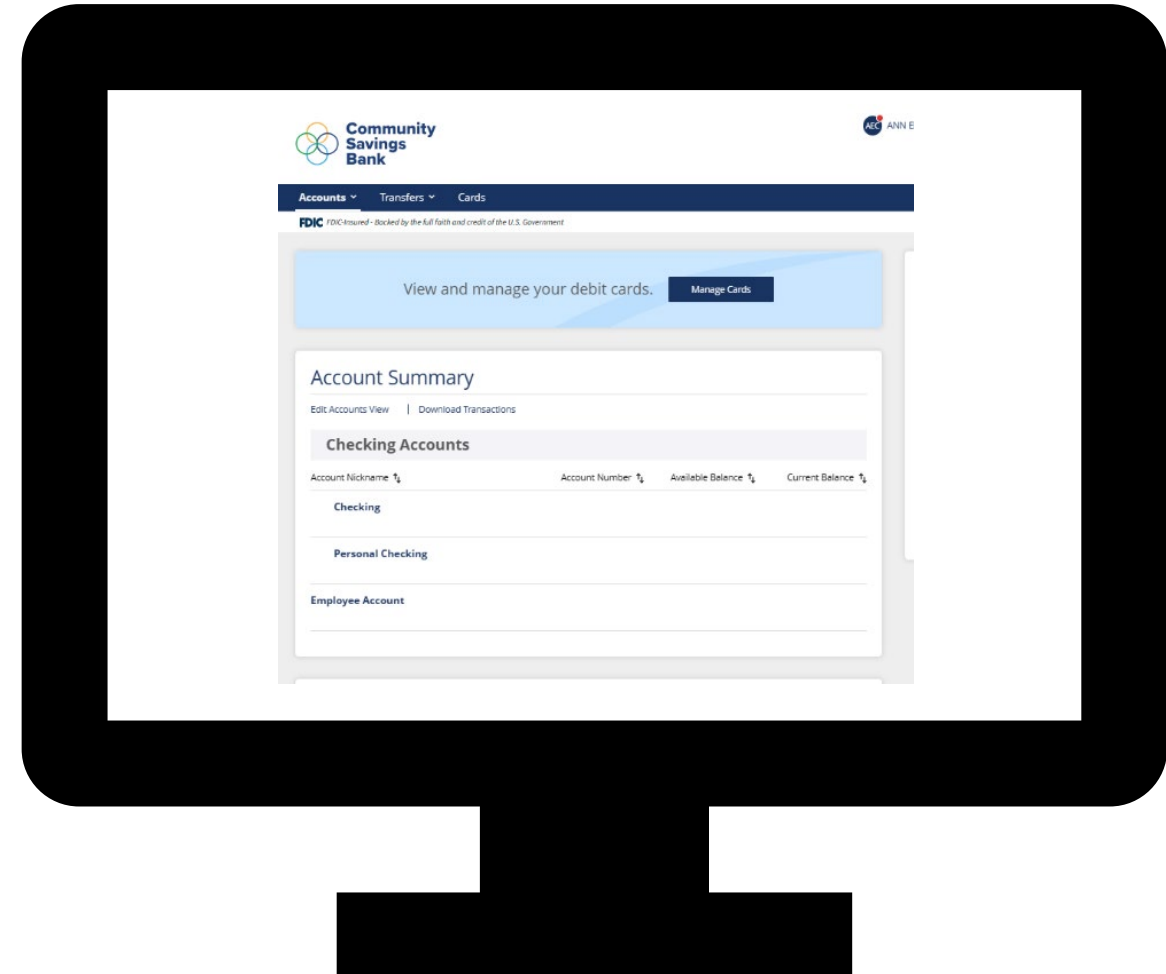
- Look-and-feel
- Instant enrollment
- View account number
- Manage cards on online banking site
- Alerts
- Messages
- Stop payments
- Dispute transactions
- Reactivate dormant access
- Zelle outside of Bill Pay

# Look-and-Feel

OLD

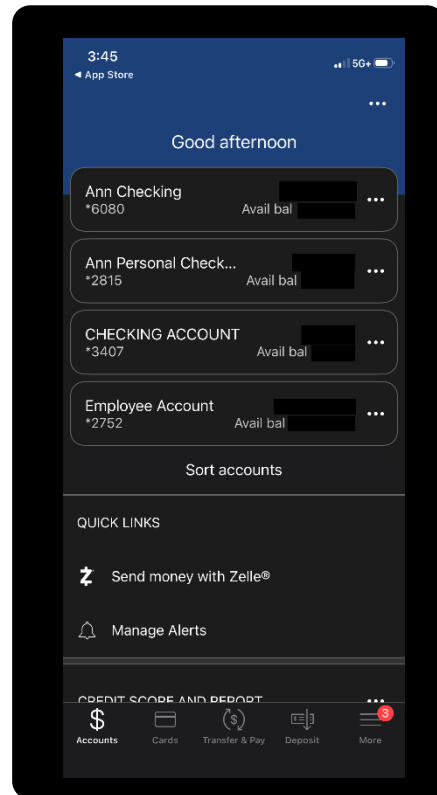


NEW

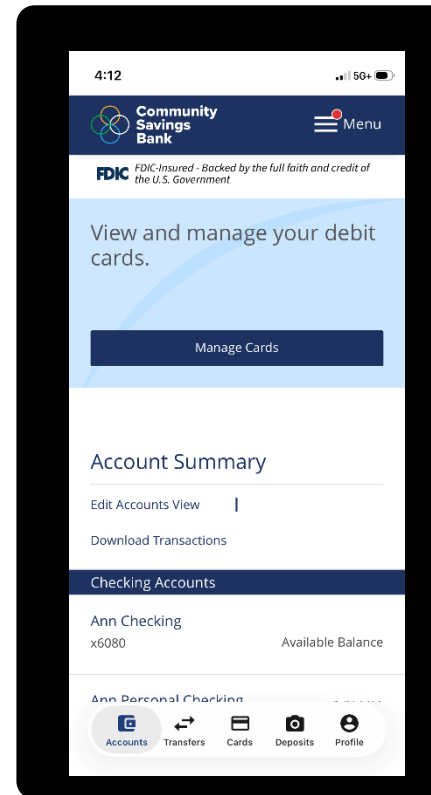


# Look-and-Feel

OLD



NEW



# Instant Enrollment

Enroll for online banking and receive your login credentials within minutes.



He

## Registration

**Required fields:**

Account Number/Type, Email, Mobile Phone and one of the Optional fields.

Contact our Savings Department or Online Banking team if your enrollment does not process: 773-685-5300 | 773-794-5262.

**Last Name (Optional)**

**Email Address**

**Social Security Number (Do not enter spaces and dashes)**

**Account Number/Type**

**Checking** ▾

**Mobile Phone**

**Birth Date (Optional)**

## Registration

**Congratulations. You have successfully validated your information. You can now create an Internet Banking account.**

Please enter your User ID and Password that you would like to use to sign into your account. The User ID you enter will be checked to make sure it is unique. If one already exists, you will be asked to enter another User ID.

Please enter a password that is between 12 and 32 characters long. The password must contain at least one letter, one number and a special character from the following list: ~ ` @ # \$ % ^ & \* ( ) \_ + = { } [ \ ] " ' < , > . / and space.

After you have confirmed your password, click the **Register** button.

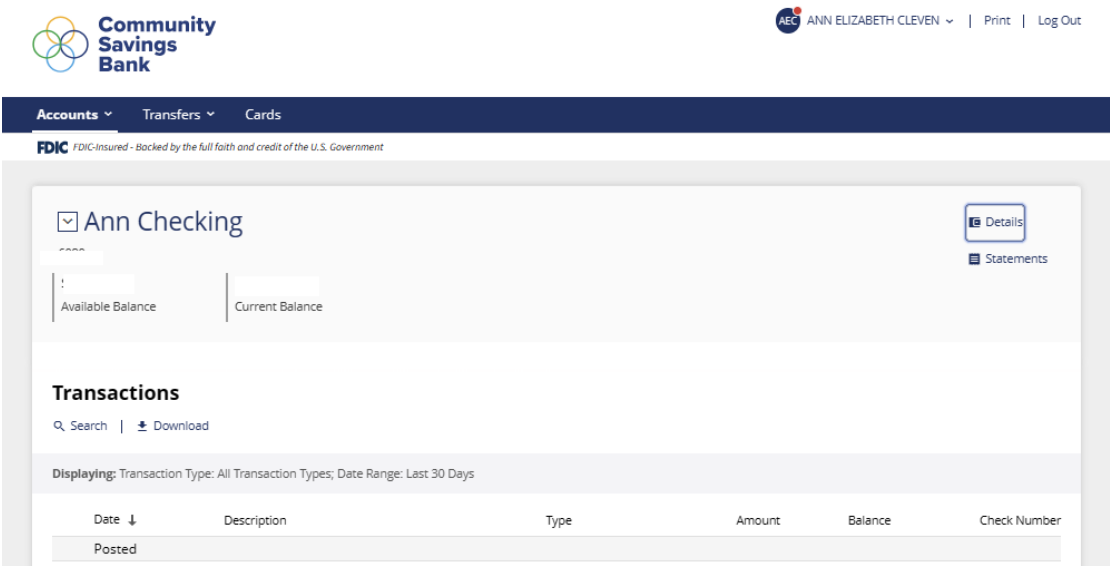
**User ID**

**Password**

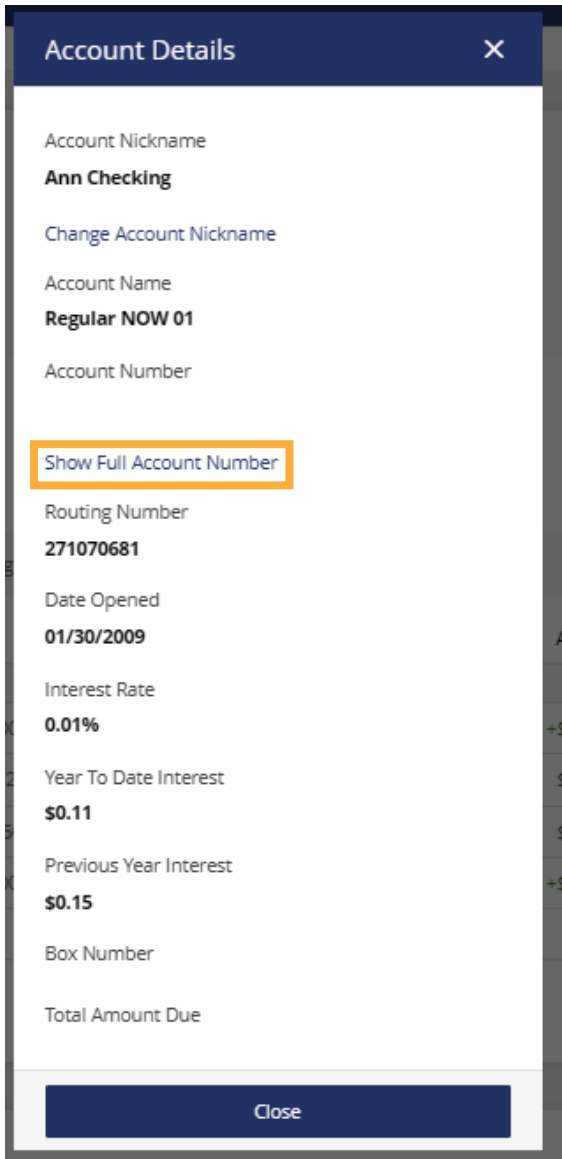
**Confirm Password**

# View Account Number

1. Click on one of your accounts. Then click, “Details.”



2. Click, “Show Full Account Number.”



# Manage Cards

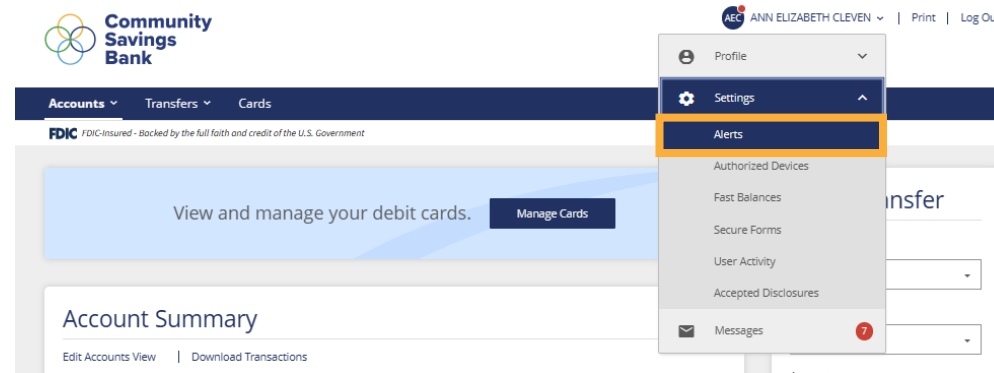
Manage cards from online banking site and mobile app by clicking the, “Cards,” link in the top menu.

The screenshot shows the Community Savings Bank online banking interface. The top navigation bar includes links for 'Accounts', 'Transfers', and 'Cards', with 'Cards' highlighted by an orange box. The main content area is titled 'Cards' and features a 'Switch or Add Card' dropdown menu. Below this, there is a card summary for a 'Debit' card, showing the Community Savings Bank logo, a masked card number, the name 'ANNE E', and a 'Card is ON' toggle switch. To the right of the card summary is a 'Recent Transactions' section with a 'View All' link. The transactions list includes two entries for 'Sep 17, 2026' with a beer icon, and one entry for 'Amazon' on 'Sep 17, 2026' with the Amazon logo.

This sidebar provides detailed options for managing a card. At the top, there is a 'Switch or Add Card' dropdown. Below this, the card type is identified as 'Debit \*2760'. A digital representation of the card is shown, featuring the Community Savings Bank logo, a masked card number, the name 'ANNE E', and a 'VALID THRU' date. A 'Card is ON' toggle switch is present. The 'Card Details' section includes links for 'View Digital Card', 'Spend Insights', and 'Card on File'. The 'Manage Card' section includes links for 'Controls & Alerts', 'Manage Travel Plans', 'Report Lost or Stolen', and 'Set PIN'.

# Set Alerts

1. Set alerts on the online banking site *and* mobile app. On the online banking site, click your name in the top right corner. Then click, “Alerts,” under the “Settings” tab.



2. Select the alerts you would like to receive by clicking the toggle button.

## Balance

(Low balance alerts can help you avoid overdrafts or maintain balances to qualify for rewards. High balance alerts can help you identify when you might want to transfer or invest money.)



Account balance above threshold



Account balance below threshold



# Set Alerts

3. Click the toggle button next to the account you'd like to receive alerts for.

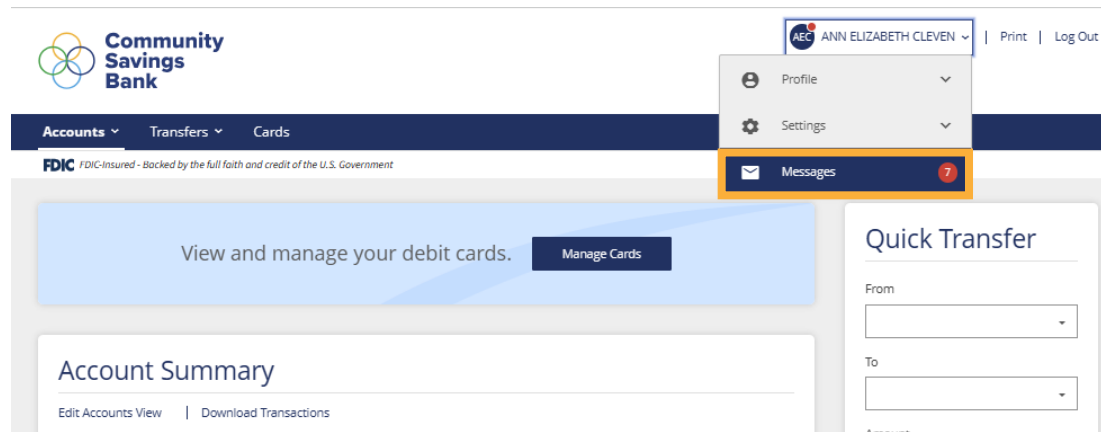
← Account balance below threshold

|                          |                                                                                                           |                                        |                                     |            |     |
|--------------------------|-----------------------------------------------------------------------------------------------------------|----------------------------------------|-------------------------------------|------------|-----|
| <input type="checkbox"/> |  Ann Checking *          | \$ <input type="text" value="0.00"/>   | <input checked="" type="checkbox"/> | @gmail.com | Add |
| <input type="checkbox"/> |  Ann Personal Checking * | \$ <input type="text" value="400.00"/> | <input checked="" type="checkbox"/> | @gmail.com | Add |
| <input type="checkbox"/> |  Employee Account *      | \$ <input type="text" value="0.00"/>   | <input checked="" type="checkbox"/> | @gmail.com | Add |
| <input type="checkbox"/> |  Regular NOW 01 *      | \$ <input type="text" value="0.00"/>   | <input checked="" type="checkbox"/> | @gmail.com | Add |

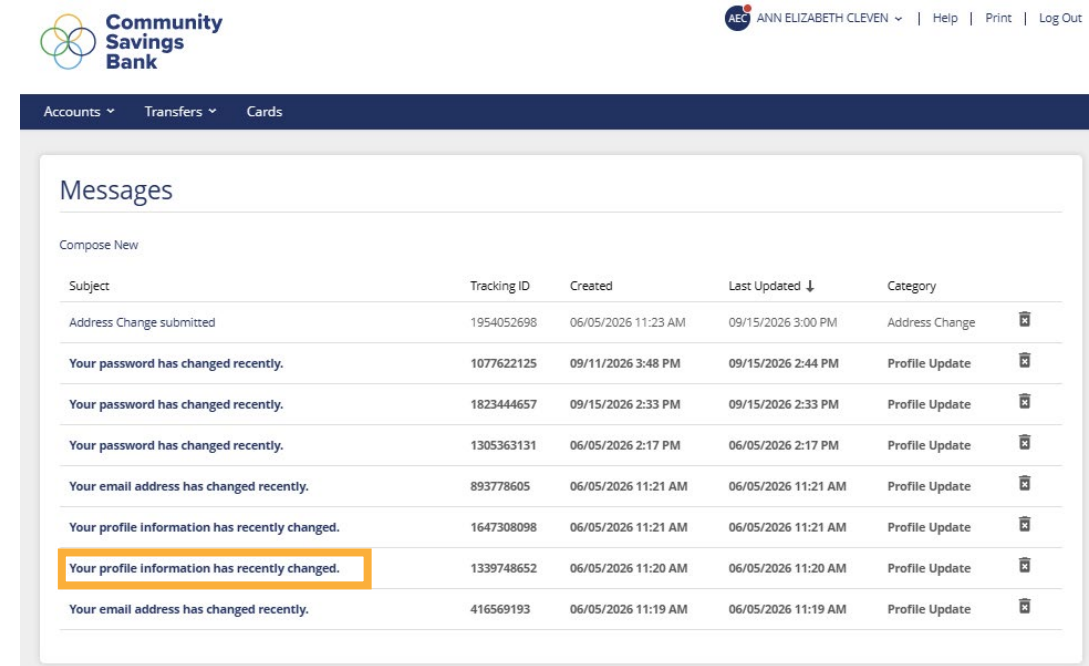
4. Check the box to select how you'd like to receive your alert (email, SMS, or push) and then click, "Add."

# Messages

1. Check and write messages by clicking your name on the upper right side of the page. Then click, “Messages.”



2. Select the message you'd like to view.



# Messages

3. Select, “Reply.”

### Message Detail

**Subject** Your profile information has recently changed.

**Tracking ID** 1339748652

**Status** New

**Category** Profile Update

Your profile information ... Auto Generated 06/05/2026 11:20:38 AM

Mark Message Unread

Your profile information has recently changed.

BackDelete ThreadReply

4. Type the message and press, “Send.”

### Message Detail

**Subject** Your profile information has recently changed.

**Tracking ID** 1339748652

**Status** New

**Category** Profile Update

Your profile information ... Auto Generated 06/05/2026 11:20:38 AM

Mark Message Unread

Your profile information has recently changed.

Message

Testing

☐ Add Attachment

BackDelete ThreadSend

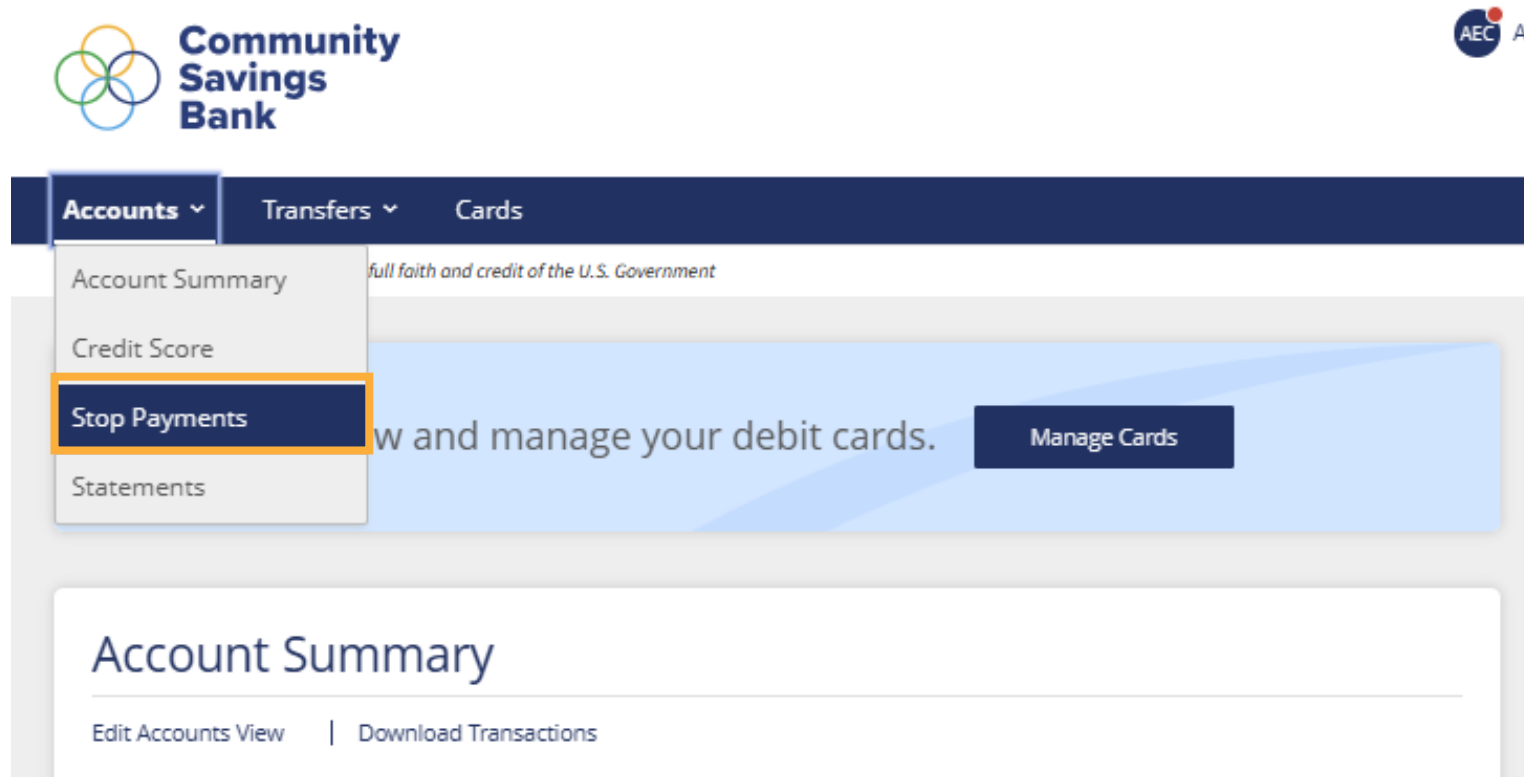
# Messages

5. You'll receive the following confirmation message if the reply was successfully sent.



# Stop Payments

1. Initiate a stop payment by clicking, “Accounts,” then, “Stop Payments.”



# Stop Payments

2. Select the corresponding account and reason for requesting a stop payment. Then click, “Submit.”

The screenshot shows the 'Stop Payment' form on the Community Savings Bank website. The form includes a header with the bank's logo and navigation links. A note states, 'A fee of \$10.00 applies for stop payment.' The form fields are as follows:

- Stop Payment Account:** A dropdown menu with 'x nn Personal Checking (Available )' selected.
- Stop Payment Type:** Radio buttons for 'Single Check' (selected) and 'Range of Checks'.
- Check Number:** A text input field.
- Check Amount:** A text input field with a '\$' symbol.
- Payee:** A text input field.
- Check Date:** A date input field with a calendar icon.
- Reason (Optional):** A dropdown menu with '— Select a Reason —' selected. An orange box highlights this dropdown, and an orange arrow points to it from the 'Submit' button.
- Submit:** A blue button with the text 'Submit'.

An orange box also highlights the 'Reason (Optional)' dropdown menu, showing the following options:

- Select a Reason —
- Check Issued for Incorrect Amount
- Lost Check
- Stale Check
- Stolen Check
- Other
- Select a Reason —

# Dispute Transactions

1. Dispute a transaction by clicking on the dropdown button next to a specific transaction. Then click, “Dispute Transaction.”

Ann Checking

Available Balance | Current Balance

**Transactions**

Search | Download

Displaying: Transaction Type: All Transaction Types; Date Range: Last 30 Days

| Date ↓       | Description          | Type       | Amount    | Balance | Check Number |
|--------------|----------------------|------------|-----------|---------|--------------|
| Posted       |                      |            |           |         |              |
| > 09/03/2026 | INTERNET TFR FRM CHK | Deposit    | +\$200.00 |         |              |
| > 09/02/2026 | INTERNET TFR TO CHK  | Withdrawal | \$200.00  |         |              |
| > 08/31/2026 | PROG UNIVERSAL       | Withdrawal | \$126.20  |         |              |

TRANSACTION DETAILS

Transaction Date  
**08/31/2026**

Posted Date  
**08/31/2026**

Type  
**Withdrawal**

**Dispute Transaction**

2. Write a reason for disputing the transaction and click, “Send.”

**Dispute Transaction** X

Account  
**Ann Checking -**

Subject  
**Dispute \$126.20 charged on 08/31/2026 for PROG UNIVERSAL**

Message

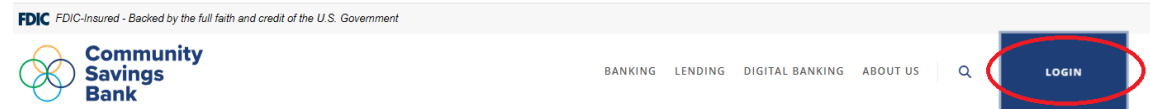
Cancel Send

# Zelle®

- Moving outside of BillPay
- Featured on homepage after logging into online banking or the mobile app

# What's Staying the Same

- Website
- Online banking login box
- App name, CSB Chicago Mobile Banking



# Preparing for Go-Live

- Credit Score – Not affected
- Two-Factor Authentication, OTP – Not affected
- Mobile Wallet – Not affected
- Notifications – Down 11/3 – 4; Live 11/5
- Transfers – Down 11/3 – 4; Live 11/5
- Bill Pay – Down 11/3 – 4; Live 11/5
- Zelle – Down 11/3 – 4; Live 11/5