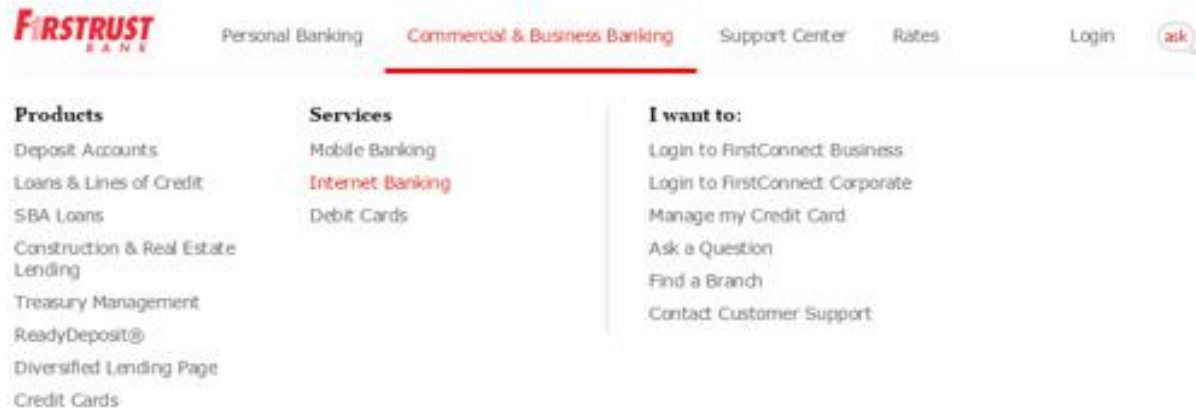


## FirstConnect | Business®

### Business Banking Enrollment User Guide

- Go to Firsttrust.com to request FirstConnect Business access.
- Click Commercial & Business Banking, then Internet Banking.



- Under Business Banking, click Sign Up Today.

### Complete the Business Banking Services Application

The application is broken into four main parts, and takes about 10 minutes to complete.

1. General Information
2. Application Information
3. Account Services & Verifications
4. Customer eSigning

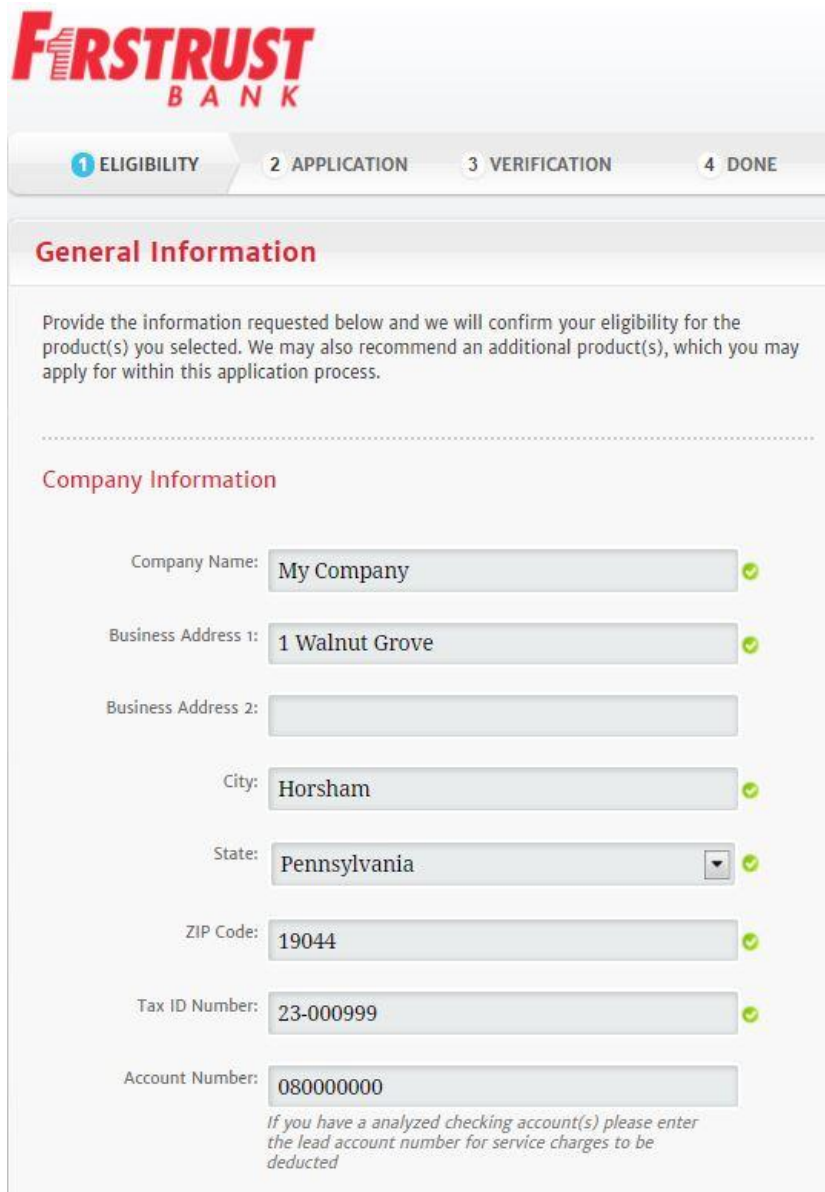


The Let's Get Started page provides helpful information about what you need to complete the application process. Choose Business Online Banking in the drop down box, and click Start Application.

You will need:

1. Authorized signer or owner's name, address and Social Security number
2. Your business name, address, and Tax ID number
3. Your business checking numbers for adding online banking services

1. General Information: Enter the general information about your company.



**FIRSTTRUST BANK**

1 ELIGIBILITY 2 APPLICATION 3 VERIFICATION 4 DONE

### General Information

Provide the information requested below and we will confirm your eligibility for the product(s) you selected. We may also recommend an additional product(s), which you may apply for within this application process.

---

#### Company Information

Company Name:  ✓

Business Address 1:  ✓

Business Address 2:

City:  ✓

State:  ✓

ZIP Code:  ✓

Tax ID Number:  ✓

Account Number:

*If you have a analyzed checking account(s) please enter the lead account number for service charges to be deducted*

2. Applicant Information: This person can ONLY be an Authorized signer OR owner of your company. You can also assign the Primary Admin during this step.

**Application Information**

First Name:  ✓

Middle Name:

Last Name:  ✓

Social Security Number:  ✓ ?

Date of Birth:    ✓

Email Address:  ✓ ?

Primary Address 1:  ✓  
*please enter your home address*

Primary Address 2:

City:  ✓

State:  ✓

ZIP Code:  ✓

Primary Phone:  ✓

Are you already a Firstconnect Internet Banking Customer?:  ✓

Company Administrator Full Name:  ✓

Company Administrator Phone Number:  ✓

Company Administrator Email Address:  ✓

- View and accept the eSign Disclosure statement.

**Authorization**

e-Sign Disclosure: I agree to the e-Sign Disclosure and authorize Firsttrust Bank to access credit records and related information for all applicants in order to process this application. ✓

✓ Accepted [View Document >](#)

- Create a Username and Password, and provide your mother's maiden name.

**Security Questions**

Creating a Username and Password will enable you to check the status of your application or to pick up where you left off.

Choose a Username:  ✓

Choose a Password:  ✓  
*Must be at least 8 characters with one number, one uppercase and one lowercase*

Mother's Maiden Name:  ✓ ?

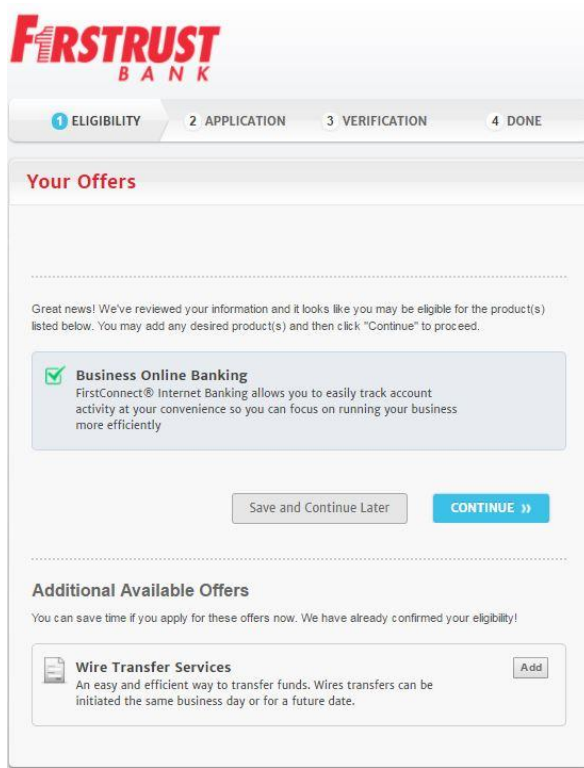
[CONTINUE »](#)

By providing this information, you can login and view the status of your application and apply for additional services.

If you forget your password, you can use the self-service password reset option. If you forget your username, call Firsttrust's Customer Care at 800.220.BANK.

3. Account Services:

- Check wire transfer services if you want to set this up during the application process. Click Continue.



**FIRSTTRUST BANK**

1 ELIGIBILITY 2 APPLICATION 3 VERIFICATION 4 DONE

### Your Offers

Great news! We've reviewed your information and it looks like you may be eligible for the product(s) listed below. You may add any desired product(s) and then click "Continue" to proceed.

**Business Online Banking**  
FirstConnect® Internet Banking allows you to easily track account activity at your convenience so you can focus on running your business more efficiently.

### Additional Available Offers

You can save time if you apply for these offers now. We have already confirmed your eligibility!

**Wire Transfer Services**  
An easy and efficient way to transfer funds. Wires transfers can be initiated the same business day or for a future date.

- View and accept the Commercial Internet Banking and Master Cash Management Agreement, and Fee Schedule.
- Choose base services: Bill Pay Service, eStatements, Remote Deposit Capture.

**FIRSTRUST BANK**

1 ELIGIBILITY 2 APPLICATION 3 VERIFICATION 4 DONE

### Account Services

To complete your application, please enter your detailed information below. We use this information in a manner that adheres to our privacy policy and the regulations set forth.

#### Disclosures

Commercial Internet Banking and Master Cash Management Services Agreement:  Accepted [View Document >](#)

Bill Pay Service Terms and Conditions:  Accepted [View Document >](#)

Fee Schedule:  Accepted [View Document >](#)

#### Base Services

Bill Payment:  Save time by paying all of your bills in one place. You also get the flexibility of determining how much you want to pay and when.

Bill Pay Account Number:

+ eStatements:  Conveniently access up to 18 months of account statements and check images online through our secure Internet Banking site.

Remote Deposit Capture:  Convenience of making deposits from the office or retail location with ReadyDeposit®.

- Assign the account numbers and choose the associated services with the account(s).
- Click Continue.

**Account Services**

Please add the services you would like to each account below. If you would like to add another Firsttrust account click the green plus sign and another group will appear.

Fitrust Account Number:  ✓


Tax ID:  ✓

Account type:  ✓

Balance report:  Yes, I would like balance reporting for this account.

Book transfer:  Yes, I would like book transfer for this account.

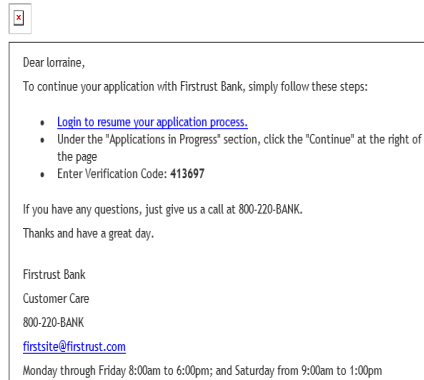
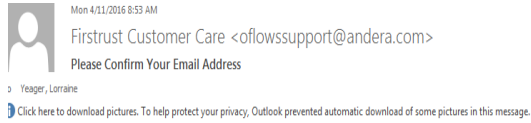
Stop payment:  Yes, I would like stop payment for this account.



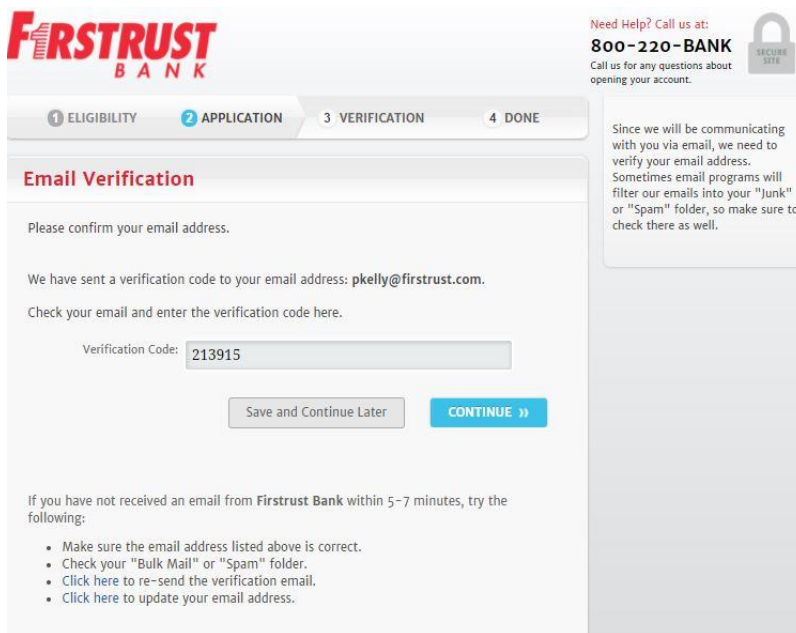
- Click the green plus sign to add additional accounts at this time. Up to 10 accounts can be added.
- If you included Wire Transfer services, make sure you check the box for each account that will initiate wires.



- You will receive an email with a verification code.



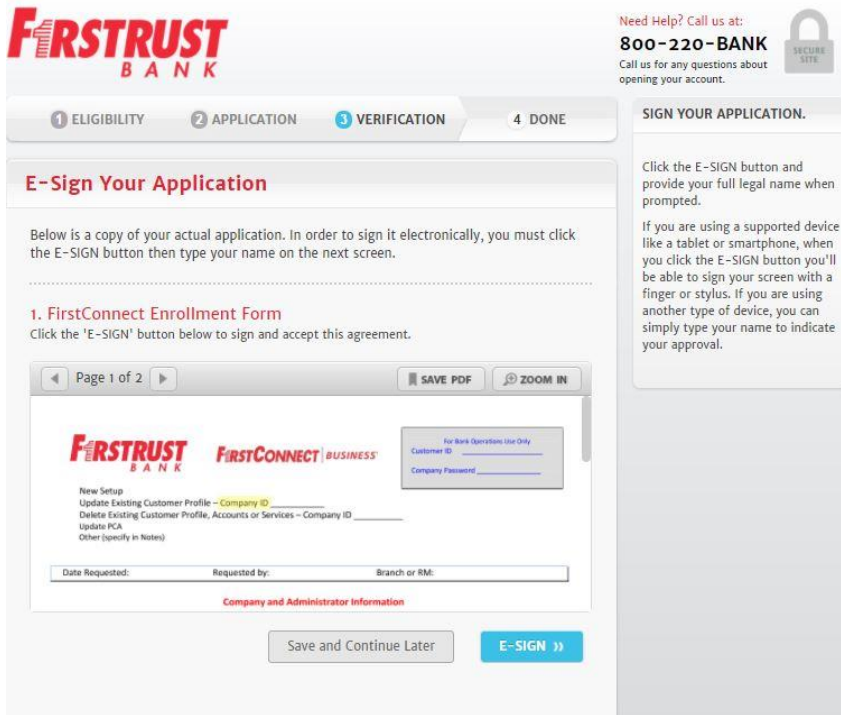
- Enter the verification code.



- Click continue.

4. Customer eSigning:

- Click the E-Sign button to sign and accept the agreement.



- Click Accept Signature on all pages (if necessary).



## 2. Wire Transfer Authorization

Click the 'E-SIGN' button below to sign and accept this agreement.

Page 1 of 1 SAVE PDF ZOOM IN

**FIRSTTRUST BANK**  
**WIRE TRANSFER - EXHIBIT A**

Effective Date: 17/Jul/2015

The following is a new set up  
 The following accounts/terms should be added to any existing information currently on file  
 The following changes should be made to previous info on file  
 The following replaces all previous requests on file  
 The following is a business setup for all existing and new wire enabled accounts


**AUTHORIZED ACCOUNTS** Please include all applicable account titles and account numbers. Attach additional pages if necessary.

Company Name: Jim's Dry Cleaning		
Account Title	Account Number	Online Wires

**AUTHORIZED CALLBACK REPRESENTATIVES** Please list the names in the order you would like to be called. All fields except the backup phone number are mandatory.

Print Name	Primary Phone	Backup Phone	\$ Limit for each Wire

Save and Continue Later E-SIGN >>



1 ELIGIBILITY   2 APPLICATION   3 VERIFICATION   4 DONE

**Thank You**

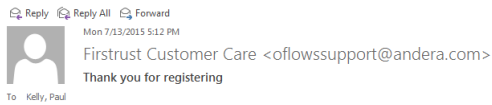
We will now review your application

You will be contacted within two business days with an update to your request. Please log in to your profile to see the current status of your application.

My Applications

## During the Registration Process

- You will receive an email with your applicant ID, which is your username.



Dear Lisa,

Thank you for starting your enrollment. For future reference, your Applicant ID is: **cleaner**

If you wish to continue with your enrollment at a later time, simply follow these easy steps:

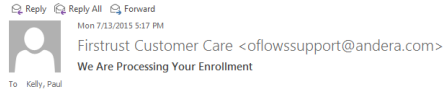
- [Login to resume your application process.](#)
- Click "Continue"
- Complete remaining steps

If you have any questions or require assistance, contact the Customer Care Center at 800-220-BANK, Monday through Friday 8:00am to 6:00pm; and Saturday from 9:00am to 1:00pm.

Regards,  
 Firsttrust Bank  
 Customer Care  
 800-220-BANK  
[firstbiz@firstsite.com](mailto:firstbiz@firstsite.com)  
 Monday through Friday 8:00am to 6:00pm; and Saturday from 9:00am to 1:00pm

## After the Completed Application Process

- You will receive an email after you eSign the application, to let you know it's in process.



Dear Lisa,

We have received your completed enrollment for the following product(s):

- Business Online Banking

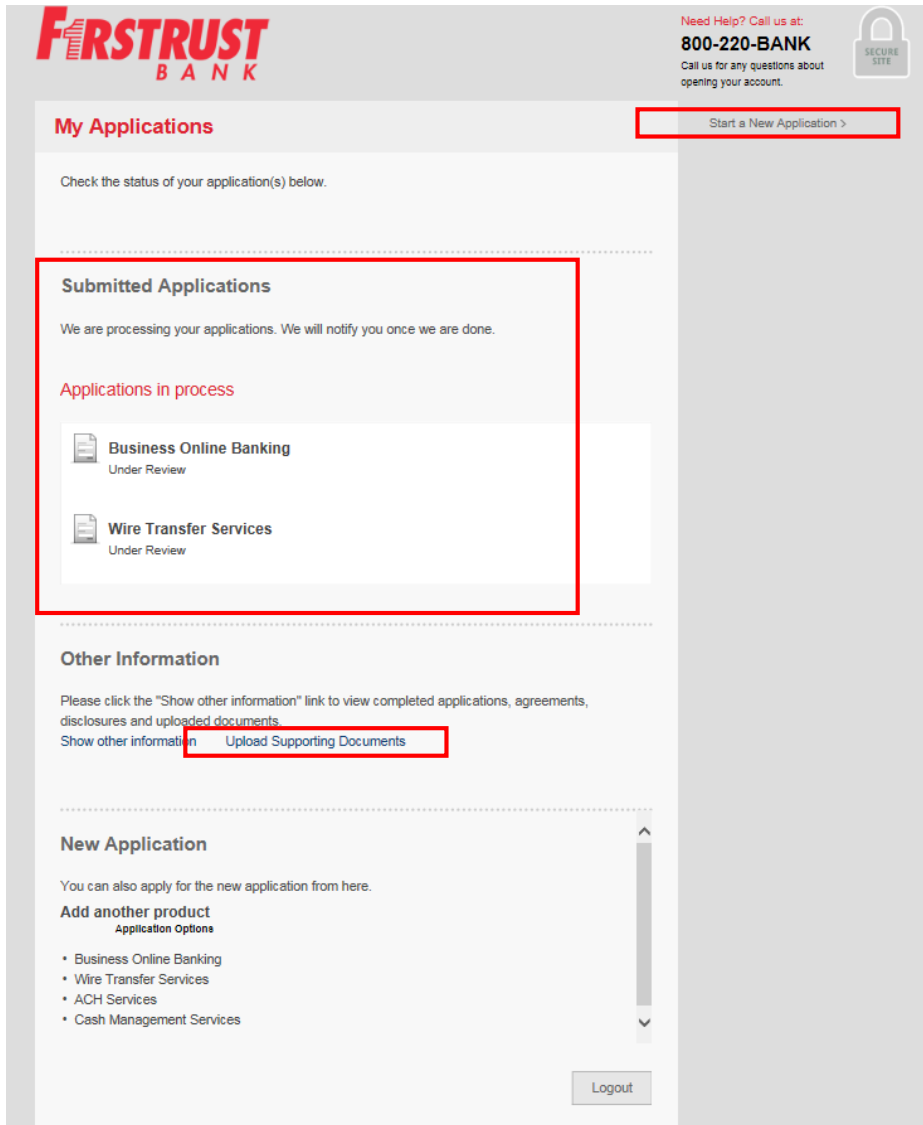
We will review your information and send you an email with the final decision and next steps within 2 business days.

If you have any questions or require assistance, contact the Customer Care Center at 800-220-BANK, Monday through Friday 8:00am to 6:00pm; and Saturday from 9:00am to 1:00pm.

Thanks and have a great day.

Firsttrust Bank  
 Customer Care  
 800-220-BANK  
[firstbiz@firstsite.com](mailto:firstbiz@firstsite.com)  
 Monday through Friday 8:00am to 6:00pm; and Saturday from 9:00am to 1:00pm

## Customer Portal Access



The screenshot shows the FirstTrust Bank Customer Portal. At the top left is the FirstTrust Bank logo. At the top right, there is a "Need Help? Call us at: 800-220-BANK" and a "SECURE SITE" lock icon. Below the logo, the page is titled "My Applications" with a "Start a New Application >" link. The main content area is divided into sections: "Submitted Applications" (with a message: "We are processing your applications. We will notify you once we are done."), "Applications in process" (listing "Business Online Banking" and "Wire Transfer Services" both "Under Review"), "Other Information" (with a link to "Upload Supporting Documents"), and "New Application" (with a list of products: "Business Online Banking", "Wire Transfer Services", "ACH Services", and "Cash Management Services"). A "Logout" button is at the bottom right.

You can check on the status of your application(s), start a new application, or upload supporting documentation in the Customer Portal.

Enter the username and password you created during the original application process.