Online Banking Redesign: Guide to Changes for Commercial Clients

Pinnacle's Online Banking has a new, clean look. Much of the functionality hasn't changed, but you'll notice some design differences. This reference guide outlines the key changes. If you have questions, please contact your financial advisor or one of our Treasury Management specialists at the numbers below:

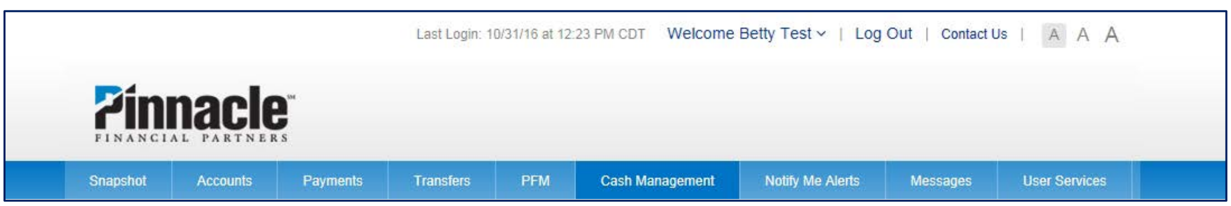
Nashville	Knoxville	Memphis	Chattanooga
615-743-6200	865-766-3044	901-259-5440	423-386-2662

Or Toll-Free at 1-866-839-2781

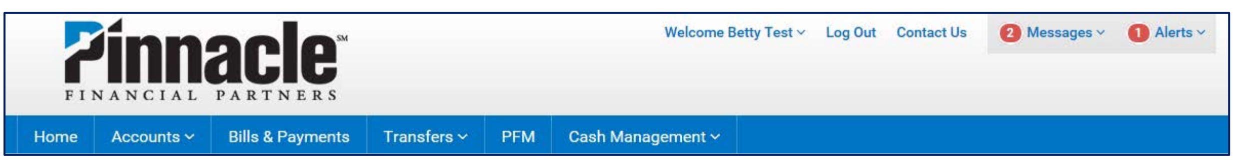
Welcome Center and Tabs

The "Welcome Center" is at the top of every page in Online Banking. The tabs are under the Pinnacle Financial Partners logo.

Old Welcome Center and Tabs

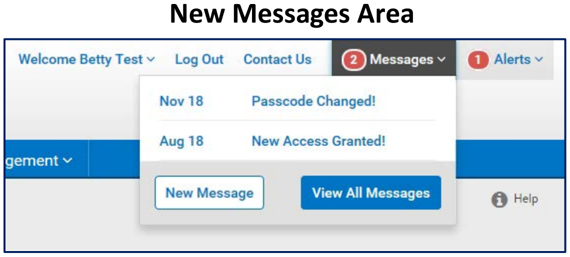


New Welcome Center and Tabs

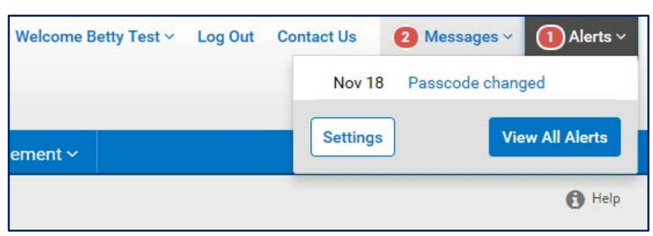


The Welcome Center is the new home for Messages and Alerts. You can easily see if you have any new, unread messages or alerts.

New Messages Area



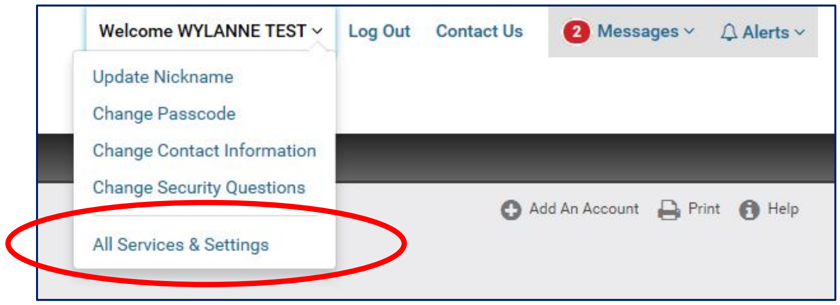
New Alerts Area

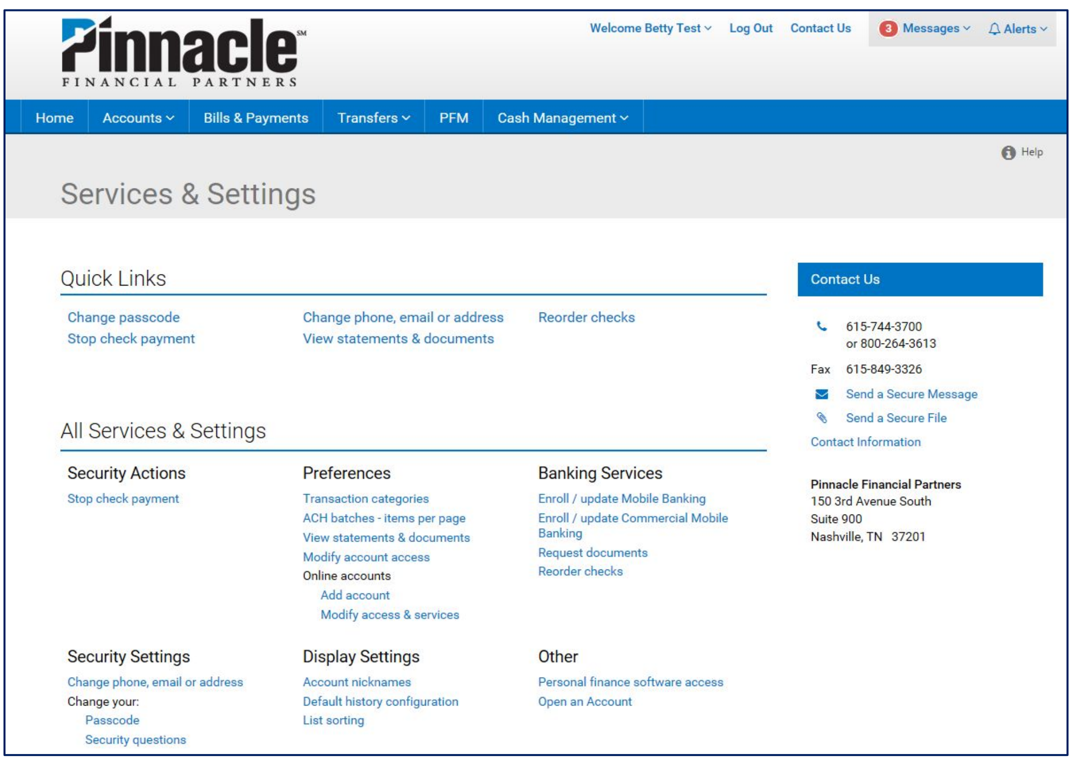


Tabs

Instead of hovering over a tab to see the drop-down menu, now you click on the tab name (Accounts or Transfers) for the drop-down menu to appear. The tabs that you see under the Pinnacle logo are changing slightly:

- The **Snapshot** tab has been replaced by a **Home** tab.
- The **Notify Me Alerts** and **Messages** tabs have gone away—these are now found in the Welcome Center at the top of the page.
- The **User Services** tab also went away. Instead, you can click on your name in the Welcome Center and choose the last option in the list, “All Services & Settings,” or click “Contact Us.”



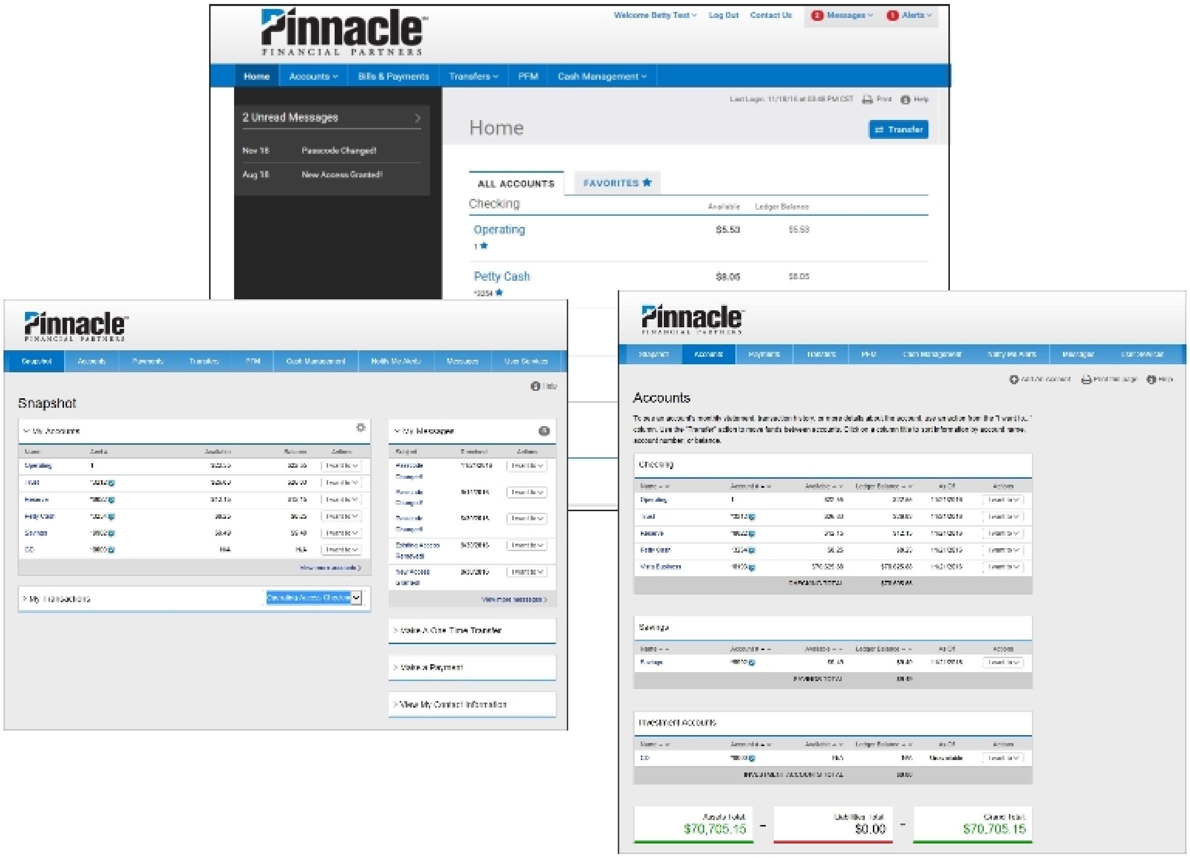


Note about the Welcome Center: The font resizer has been removed because default font sizes are increasing on some screens. You may still use the zoom function in your browser to increase or decrease font sizes as desired.

Home Tab

The new Home tab combines the features of the current Snapshot tab and Account Detail page. This is the new landing page in Online Banking—if you click the Pinnacle logo, you will be taken to this page.

New Home Screen



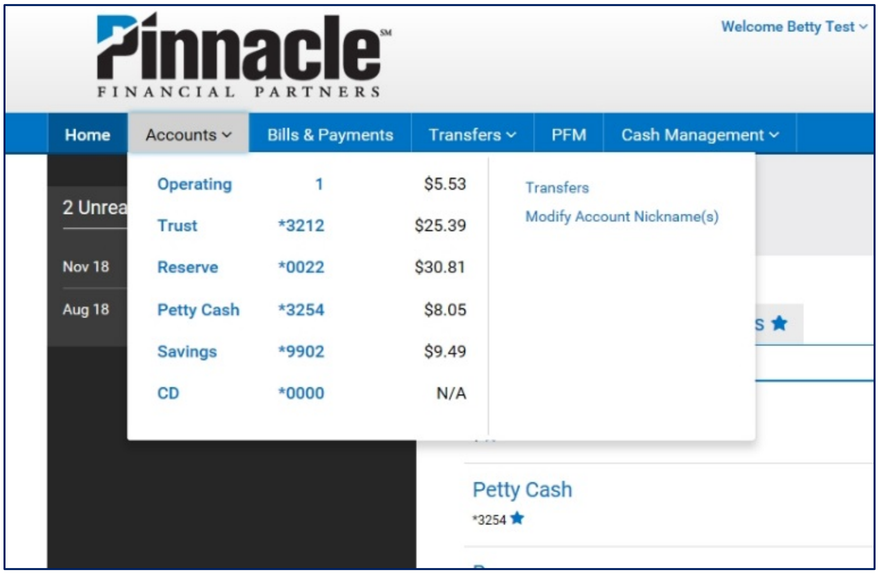
Old Snapshot Screen **Old Account Summary Page**

Notes about the Home page:

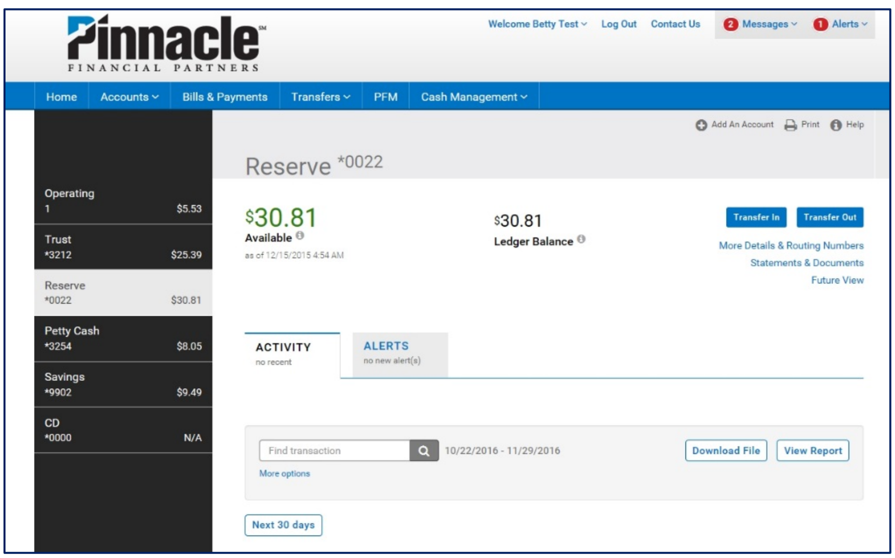
- Any unread messages appear in the left-hand column.
- Mask/unmask account number options are not shown on the home page. These can be found on the Account Details page.
- The Transfer button will take you to the Transfers page.
- **The Actions column ("I want to…") has gone away.** Instead, you can perform those actions (view detail, view history, transfer, etc.) in the detail page for that account.
- If you have more than six accounts, you can select the accounts you'd like to appear in the "Favorites" tab by clicking the star next to the account number. Up to 20 accounts can be marked as Favorites.

Accounts Tab

Click on the Accounts tab to see a list of your accounts and other options in the drop-down menu.



When you choose an account, it takes you to that account's details page.



On the details page you can transfer in, transfer out and reveal the full account number. You can also set up alerts in the "Alerts" tab and search for transactions.

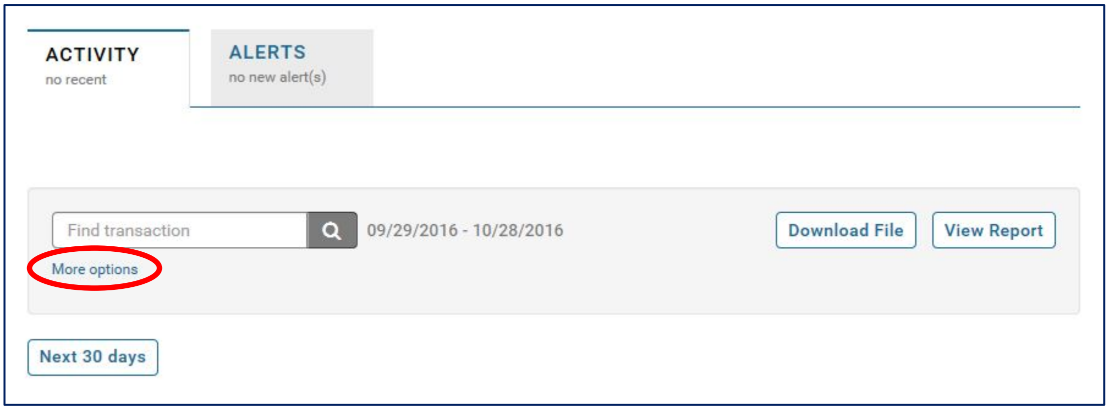
NOTE: The "Category Name" on file now appears on the transaction details screen for an account, and it cannot be hidden.

Activity Tab on Account Details Pages

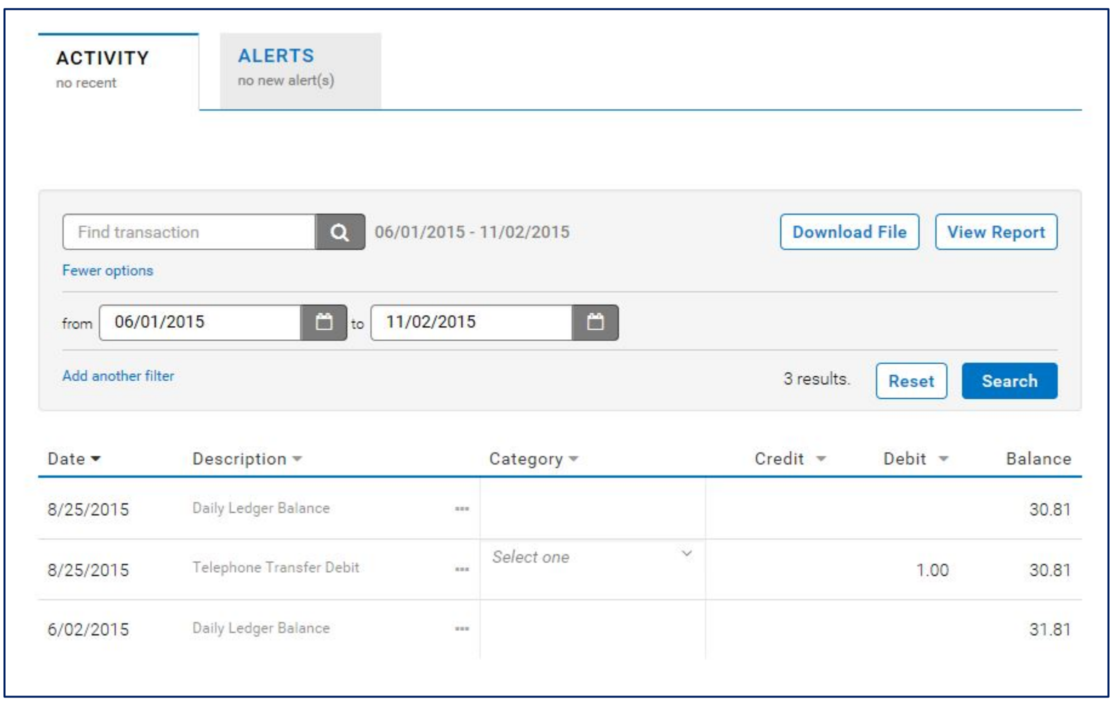
The details page for each account includes an "activity" section where you can search transactions, download files and view reports.

How to View History

If you'd like to see a list of transactions for a certain date range, click the "More options" button under the search bar.

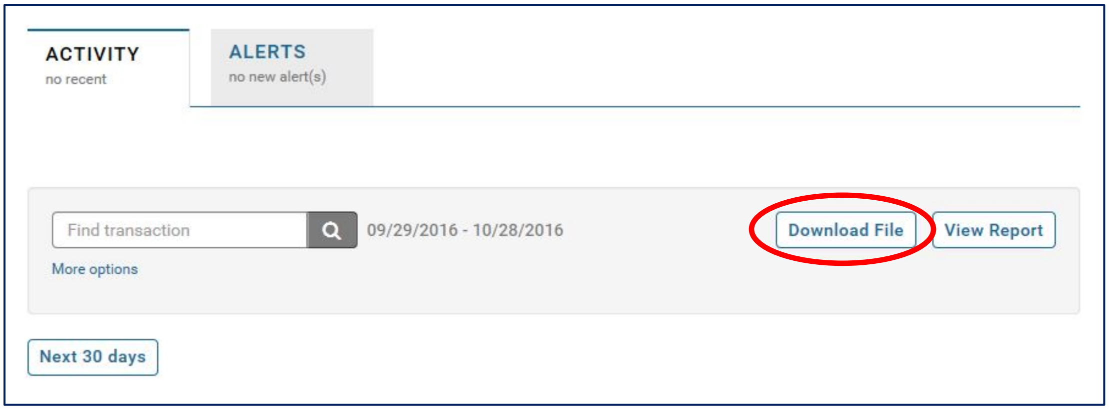


Choose the date range and any other filter you'd like to include – Category, Transaction Type, Check Number and Amount – and click Search. A list of transactions will appear on the page. Click the ellipses next to the transaction description to see more details, including memo.

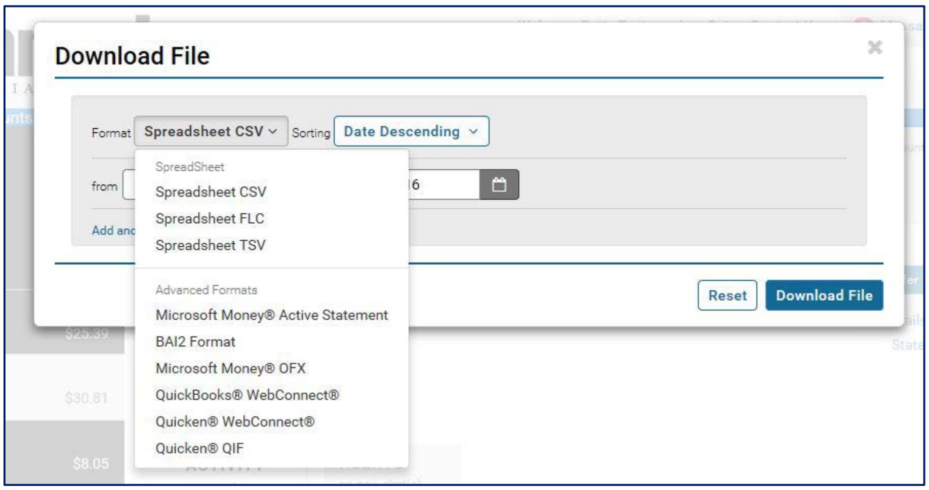


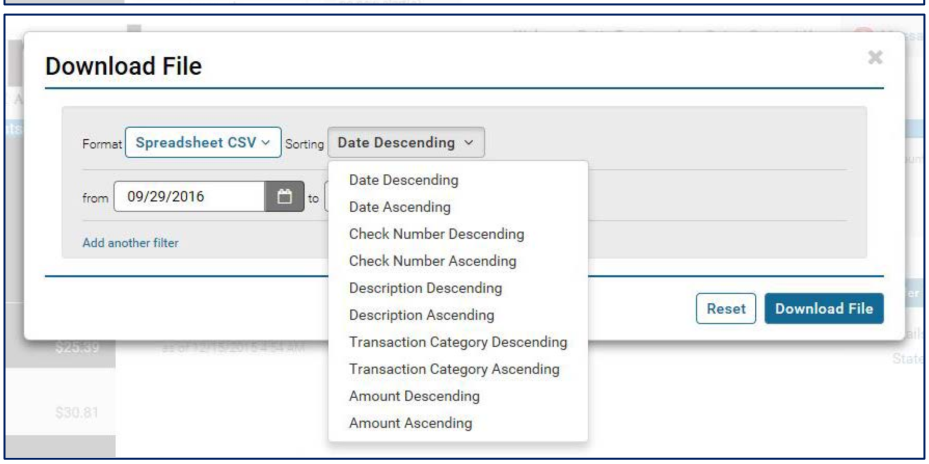
How to Download History

If you'd like to download a file for your accounting software or Excel, click the "Download File" button.

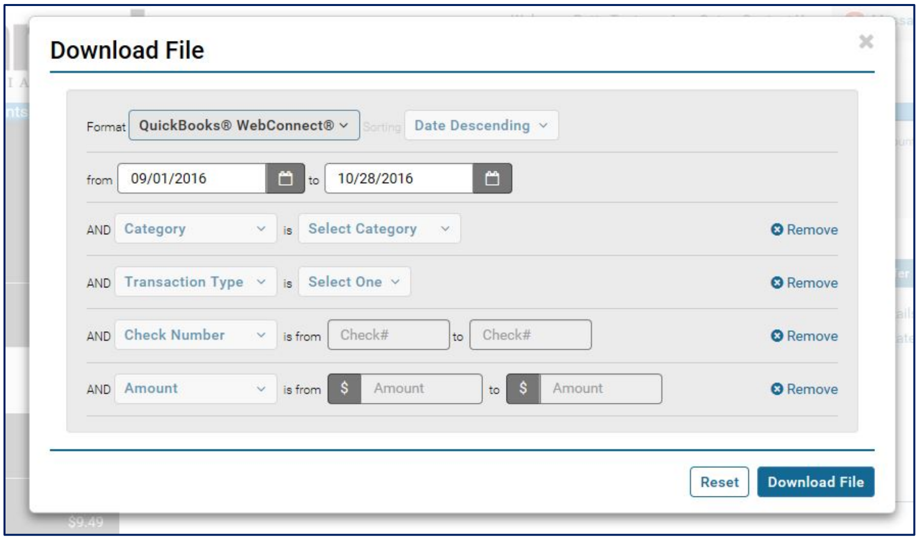


You'll be able to choose the file format and sorting preference from drop-down menus.



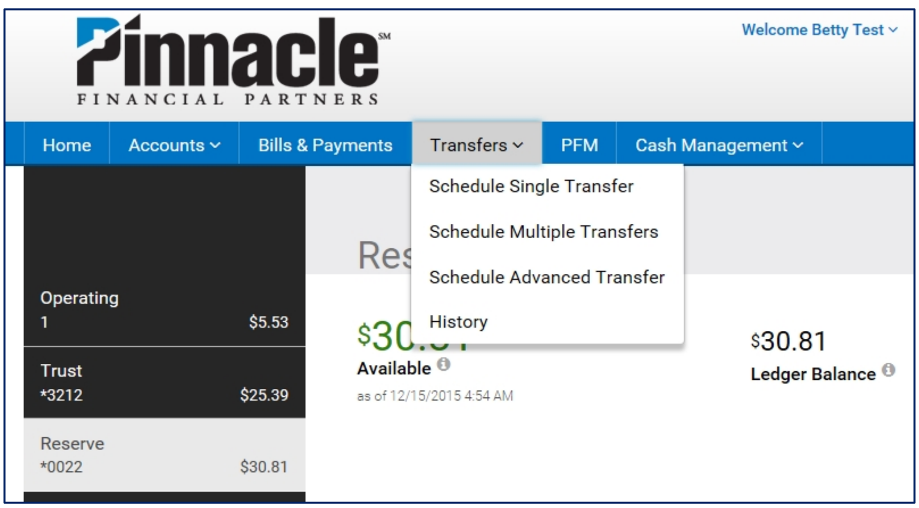


Add any additional filters you choose – Category, Transaction Type, Check Number and Amount – and click "Download File."



Transfers Tab

Click on the Transfers tab for your drop-down menu options. The design has changed slightly, but the functionality of this section will stay the same.

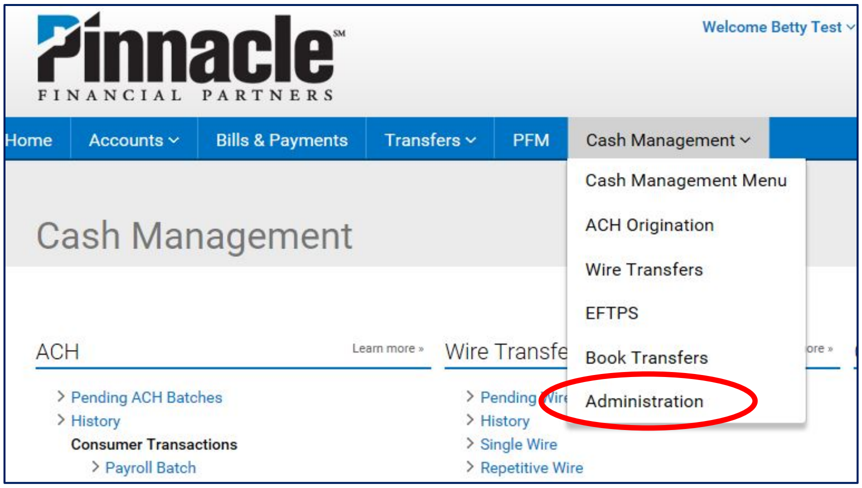


Cash Management Tab

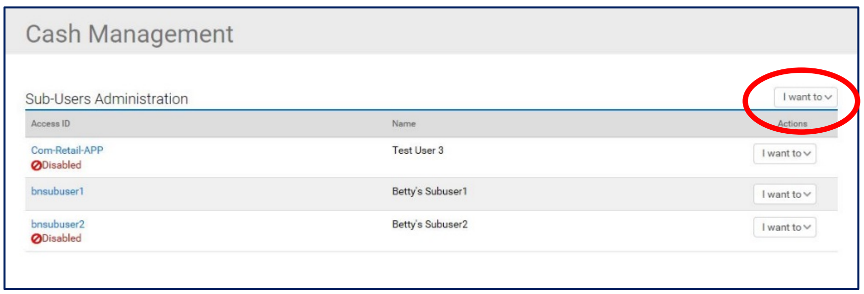
Click on the Cash Management tab for your drop-down menu options. The design has changed slightly, but the functionality of this section will stay the same.

How to add a sub-user

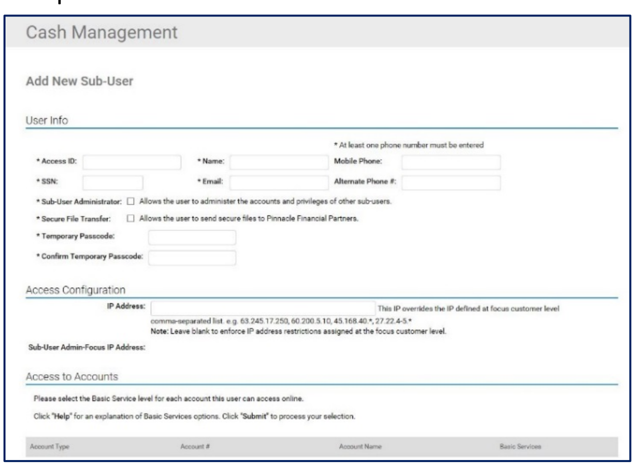
Click on the Cash Management tab and choose Administration.



On the Sub-Users Administration screen, click "I want to" in the top right corner and choose "Add A New Sub-User."



Complete and submit the Add New Sub-User form.



If you have any questions about the Online Banking redesign, please contact us:

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