

# YOUR GUIDE TO ONLINE BANKING



# LET'S GET STARTED

Getting started with Online Banking is a quick process you can easily complete yourself. To begin, go to our website, [renasantbank.com](https://www.renantbank.com).

1. Click **Login** at the top, right-hand corner of the screen and select **Personal Account**.
2. Click **Sign up** under the "Not yet enrolled?" heading on the left side of the screen.
3. Select your account type, then review and agree to the **Online Banking Agreement and Disclosure**
4. Click **Continue** to move through each step of the online enrollment process.
5. Enter your **personal and account information**.
6. Create a **User ID and password**.

That's it! You can now access your Renasant accounts online. If you have any questions or need additional assistance, call **800.680.1601** and select **Option 6**.

# BETTER SECURITY

WITH ADVANCED AUTHENTICATION



The safety and security of your personal information is our top priority. That's why we've incorporated advanced authentication measures into Online Banking to ensure your finances are protected.

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If you login to Online Banking from a new computer or location, you may be asked to validate your identity. This means we'll call or text you with a one-time security code for you to enter online. If you're not able to access your phone, you can answer a series of security questions instead.

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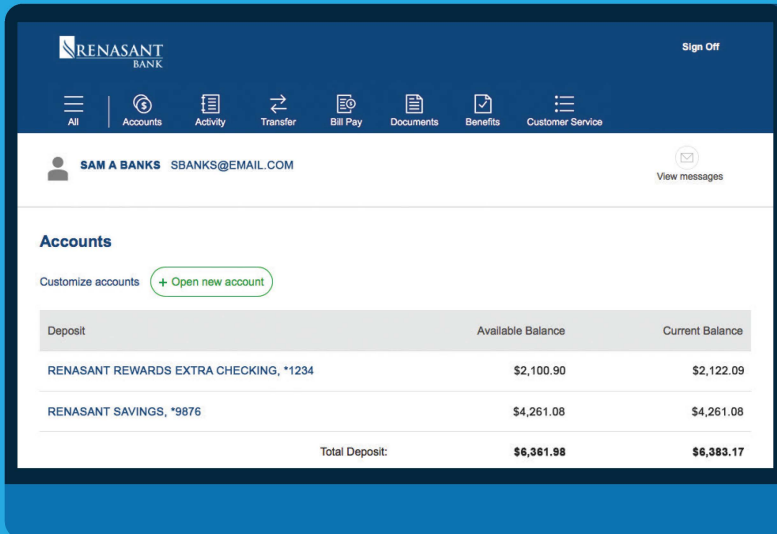
Renasant Bank recommends you change your password on a regular basis — especially if you have reason to believe that your account has been compromised.

# POWERFUL TOOLS AND GREAT FEATURES

Renasant Online Banking offers more than the ability to check account balances and transaction history — you can also make transfers, schedule alerts, pay bills and more.

The **Accounts** menu gives you access to all your account information in one place.

- View a detailed **history** of all your accounts.
- Access **eStatements**.
- Print or download your **transaction history**.
- Create customized **reports**.
- View account **benefits** for Rewards accounts.



The toolbar at the top of the screen allows you to navigate through even more convenient features.

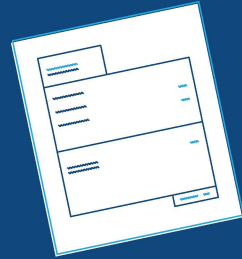
- Select **Activity** to create and view reports on your payment history.
- The **Transfer** menu allows you to transfer funds between your Renasant Bank accounts.
- Click **Bill Pay** to make bill payments with just a few clicks.
- Set up and view eStatements in the **Documents** menu.
- View and monitor your rewards under the **Benefits** menu.
- Browse frequently asked questions and get in touch with a Renasant Bank representative in the Customer Service menu.

## STAY IN THE KNOW WITH ALERTS

With Renasant Bank, you can receive emails or text alerts every time your account reaches a pre-set limit, when a specific check clears or when a payment is almost due. To choose which alerts you want to enable, select **Customer Service** on the navigation toolbar, then click **Alerts** under the **Settings** heading.

1. Select the appropriate **account** in the dropdown menu.
2. Click **Add** next to the alert(s) you want applied to the selected account.
3. Provide your notification preferences and click **Add This Alert**.

# AVOID PAPER PILES WITH eSTATEMENTS



eStatements allow you to review important account information no matter where you are, while keeping excess paper off your desk and out of your mailbox.

- Print statements or save them as PDFs.
- Digitally delivered statements keep your private information safer.
- Access up to 18 months of past eStatements for record keeping.

## Opt-In for eStatements

1. After you've logged in to **Renasant Online Banking**, click the **Documents** tab.
2. Click **change your statement delivery method**.
3. Choose **Online** in the dropdown menu next to the account(s) for which you'd like to receive eStatements.
3. Read the **Service Agreement and Disclosure** and click the **checkbox** to indicate that you agree to the terms.
4. Click **Submit**.

Following enrollment, you'll receive eStatements beginning with the next statement cycle. Paper statements will no longer be mailed to you.

# PAY ON THE GO

## WITH RENASANT'S MOBILE PAYMENT SOLUTIONS

### Zelle®

Send person-to-person payments to friends, family and people you trust from the Renasant Bank app with *Zelle*. You don't need to sign up for anything extra, and payments sent between users with existing *Zelle* accounts usually process within minutes.

Visit [renasantbank.com/zelle](https://renasantbank.com/zelle) to learn more.

### Apple Pay

With thumbprint verification and encryption technology, Apple Pay® with Renasant is a fast and secure way to pay in stores or online. It happens right on your compatible iOS device and goes wherever you go.

Visit [renasantbank.com/apple-pay](https://renasantbank.com/apple-pay) to learn more.

### Apple PayCash

Send payments via text message with Apple Pay Cash® and Renasant. With YOUR Renasant Bank Mastercard® Debit Card or Renasant Bank Visa® Consumer Credit Card, you can easily set up the Apple Pay® feature and turn your phone into a next-generation wallet.

Visit [renasantbank.com/apple-pay-cash](https://renasantbank.com/apple-pay-cash) to learn more.

### Google Pay

Through encryption of your card number and multilevel authentication, Google Pay™ gives you the tools to keep your information secure. You can also send money in the app to any of your friends—even if they don't use Google Pay.

Visit [renasantbank.com/google-pay](https://renasantbank.com/google-pay) to learn more.

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Eligible Apple Devices for Apple Pay and Apple Pay Cash: iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone 6, iPhone 6 Plus, iPhone SE, iPad Pro, iPad (5th generation), iPad Air 2, iPad Mini 4, iPad Mini 3, MacBook Pro with Touch ID, A Mac model introduced in 2012 or later with an Apple Pay-enabled iPhone or Apple Watch, Apple Watch Series 3, Apple Watch Series 2, Apple Watch Series 1, Apple Watch (1st generation).

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**Understanding You.®**

800.680.1601  
[renasantbank.com](http://renasantbank.com)

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