![Citizens Trust Bank — A relationship you can bank on]

Valued Customer,

Thank you for your continued support. Since the recent system upgrades our records show that you have not logged on to your Citizens Trust Bank Online Banking account. We apologize if you have encountered any difficulty during this transition.
We hope the following ACCOUNT LOGIN INSTRUCTIONS will simply the process for you to access your online banking account.

STEP 1

Please access the new Citizens Trust Bank Online Banking from www.ctbconnect.com
INPUT your existing username. Incorrect Usernames will result in disruption in this process.

Enter Your _Existing_ Username ➡

PERSONAL ONLINE BANKING

Username

[   ] **CONTINUE**

Not yet enrolled? Sign up today!

BUSINESS ONLINE BANKING

Company ID

[   ]

Username

[   ] **CONTINUE**

Not yet enrolled? Sign up today!

STEP 2

To validate you as a Citizens Trust Bank online banking account user INPUT Your Existing Username.
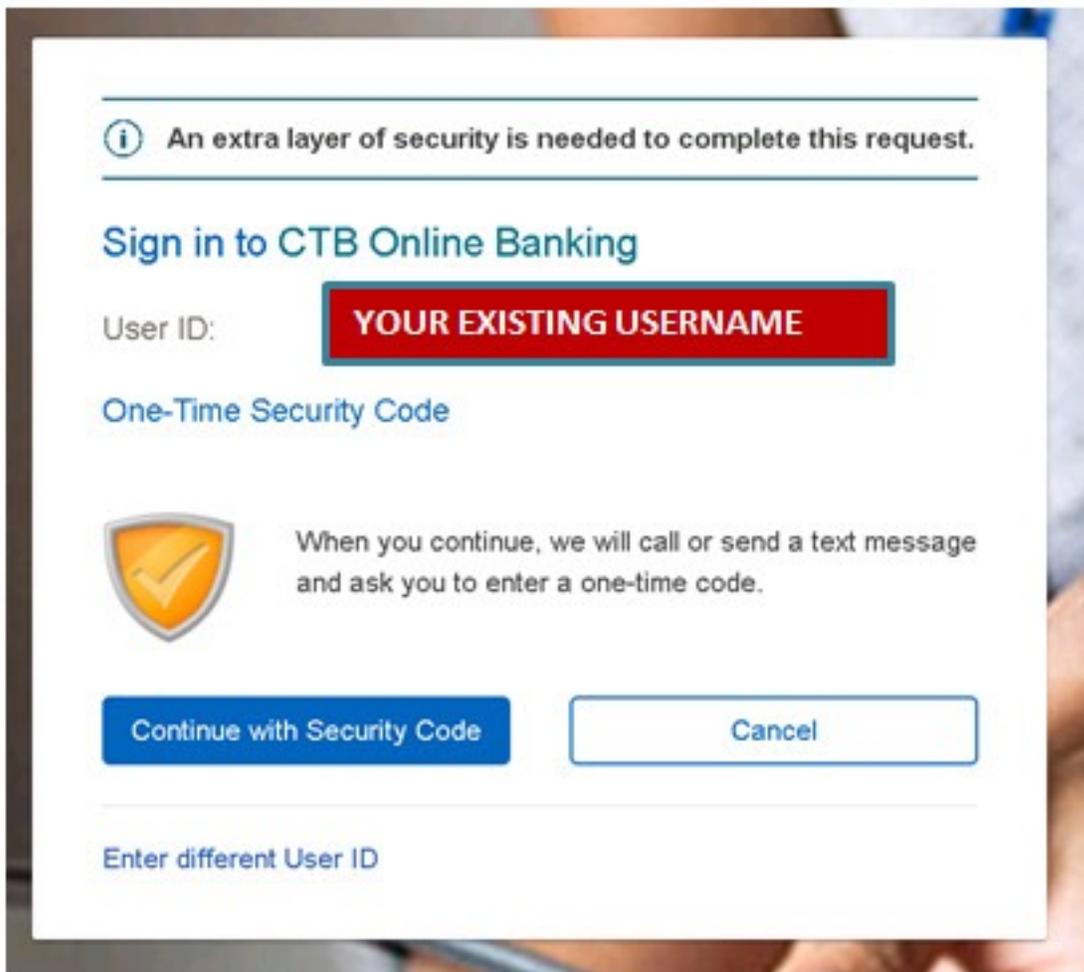
See Next Page

STEP 3

The telephone number(s) (last four digits) presented on this screen SHOULD BE recognizable to you. If the numbers presented are not recognizable, you have entered an incorrect USERNAME, which will result in a disruption in this process. Select a recognizable number to continue.
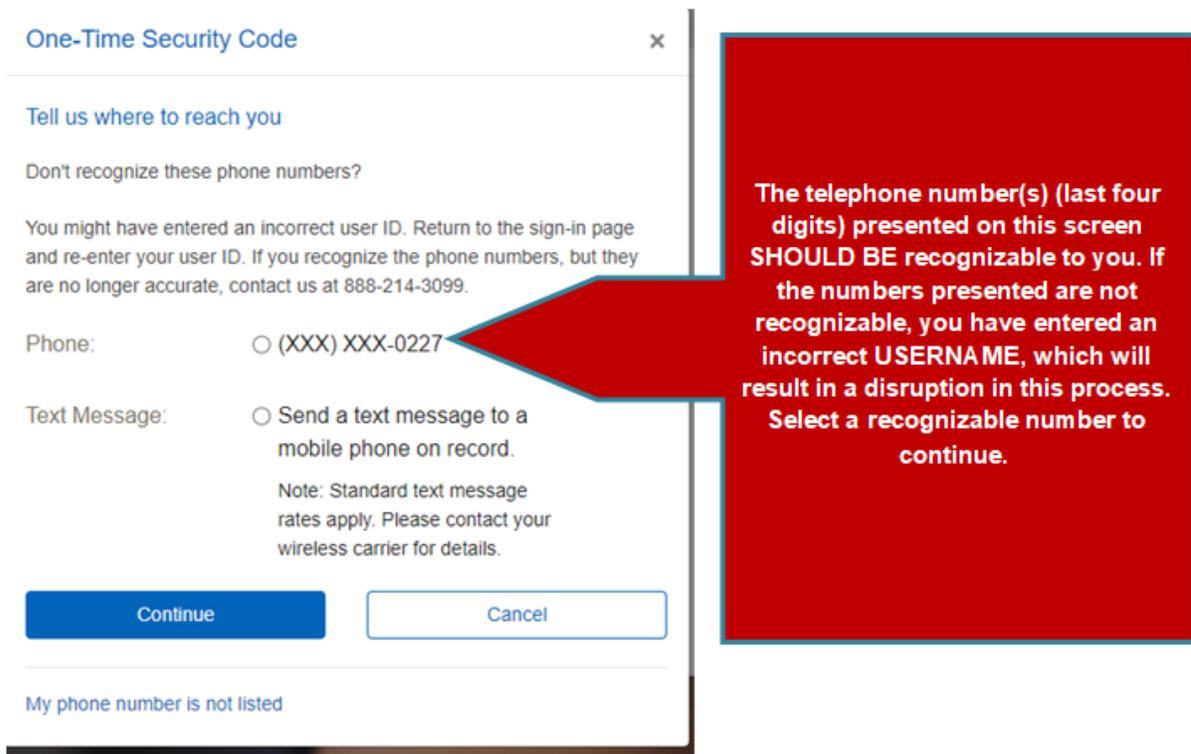
One-Time Security Code   ×

Tell us where to reach you

Don't recognize these phone numbers?

You might have entered an incorrect user ID. Return to the sign-in page and re-enter your user ID. If you recognize the phone numbers, but they are no longer accurate, contact us at 888-214-3099.

Phone: ○ (XXX) XXX-0227

Text Message: ○ Send a text message to a mobile phone on record.

Note: Standard text message rates apply. Please contact your wireless carrier for details.

[Continue]   [Cancel]

My phone number is not listed

> The telephone number(s) (last four digits) presented on this screen SHOULD BE recognizable to you. If the numbers presented are not recognizable, you have entered an incorrect USERNAME, which will result in a disruption in this process. Select a recognizable number to continue.

Please note: When you select your home or cell phone number you receive a security code. Expect to receive a security phone call to the selected number - where you need to enter the code received. Once the code has been entered, the system then, will communicate that "You have successfully completed the authorization" and, you will be allowed to proceed.

STEP 4

Input your Password. Your initial password to the new Online banking system is the **last 6 digits** of your Social Security Number.

Sign in to CTB Online Banking

If this is your initial login to our new Online Banking system, your password is the last 6 digits of your Social Security Number for consumer profiles or Employee Identification Number.

Otherwise, if you have already logged in to our new system, use the password you created when you initially logged in.

Please enter your password and click Sign In.

User ID: YOUR USERNAME

Password: SSSSSS

YOUR PASSWORD FOR THIS SCREEN MUST BE the LAST **SIX (6) DIGITS** OF YOUR SOCIAL SECURITY NUMBER

Sign In   Cancel

Enter different User ID

Forgot your password?

See Next Page

STEP 5

System will prompt you to RESET your password of your personal choice. Please ensure your password meets the required criteria to proceed.

Reset Password

New password:

⬛⬛⬛⬛⬛⬛⬛⬛⬛⬛

Password requirements: 8 of 8 requirements met
Your password:
- ⊘ Must be 8 - 32 characters.
- ⊘ Must include at least 1 letters.
- ⊘ Must include at least 1 numbers.
- ⊘ Cannot include spaces.
- ⊘ Cannot include a character that repeats more than 2 times in a row.
- ⊘ Cannot include the following characters: \<>'
- ⊘ Is case sensitive.

Confirm new password:

⬛⬛⬛⬛⬛⬛⬛⬛⬛⬛

Submit   Cancel

STEP 6

Your Password has been changed. You have completed the Online Banking registration process. You can now successfully access Online Banking using your established username and password.