

January 27, 2019

SUBJECT: Security Settings for NetTeller Online Banking/Cash Management

Dear TSB Cash Management Customer,

We are excited to announce we are expanding the use of secure tokens for authentication when making important changes in NetTeller or taking certain actions in Cash Management. This enhancement is another important way in which to help protect your online banking account and help prevent fraud.

As a Cash Management customer, you are already familiar with providing a secure token code obtained from the VIP Access software when logging into NetTeller. Beginning February 10, 2020, you will also have to enter a secure token code when you perform the following actions:

- In NetTeller -
 - Change a password
 - Change a NetTeller ID (user name)
 - Enter a new email address
 - Modify an existing email address

- In Cash Management -
 - Edit an ACH batch
 - Initiate an ACH batch

You must provide the secure token code when prompted or the action you initiated will not be processed.

We are always looking for ways to improve the security of your information and are pleased to expand the use of this security feature! If you have any questions or need assistance, please do not hesitate to contact us.

Sincerely,

Tennessee State Bank
Electronic Banking Department
(865) 908-5779