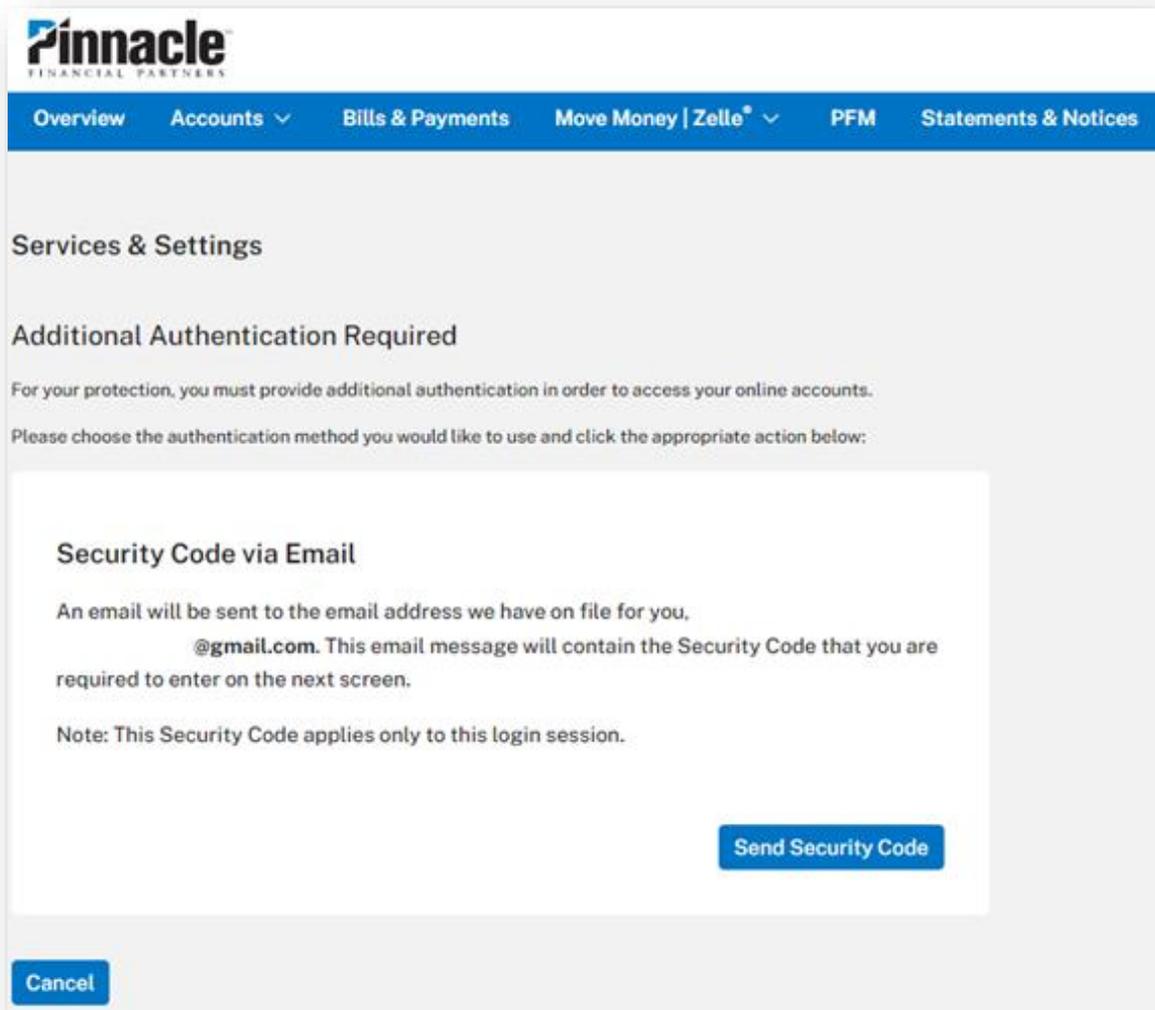


Online Banking Security Changes

Step-by-step Guide – July 2022

1. Go to PNFP.com and enter your login information as normal.
2. **If you see the “additional authentication required” page:** By default, your email address will be the method of receiving the additional authentication. However, once you are signed in, you can enroll your mobile phone as a method as well. Click **“Send Security Code.”** (If you do not receive it, check your spam folder or think if it may have been delivered to a different email address.)



3. Enter the security code that was delivered by email. Click “Submit.”

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Services & Settings

Additional Authentication Required

For your protection, as additional authentication, you are required to enter a Security Code to gain access to your online accounts and services.

A notification message was sent on 6/27/2022 11:05:10 am CDT to your specified delivery methods (see below). This notification message contains the Security Code that you are required to enter.

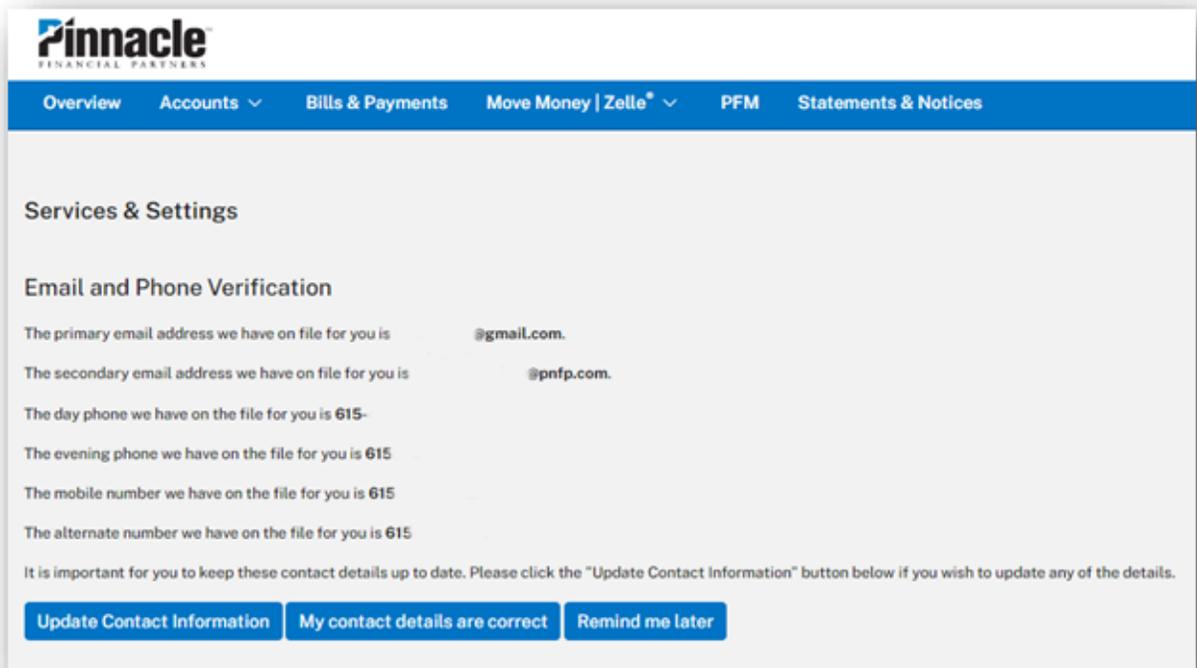
The notification message was delivered to _____@gmail.com(Primary email).

Please enter the Security Code provided in the message: 5 4 1 1 - 5 5 1 6 |

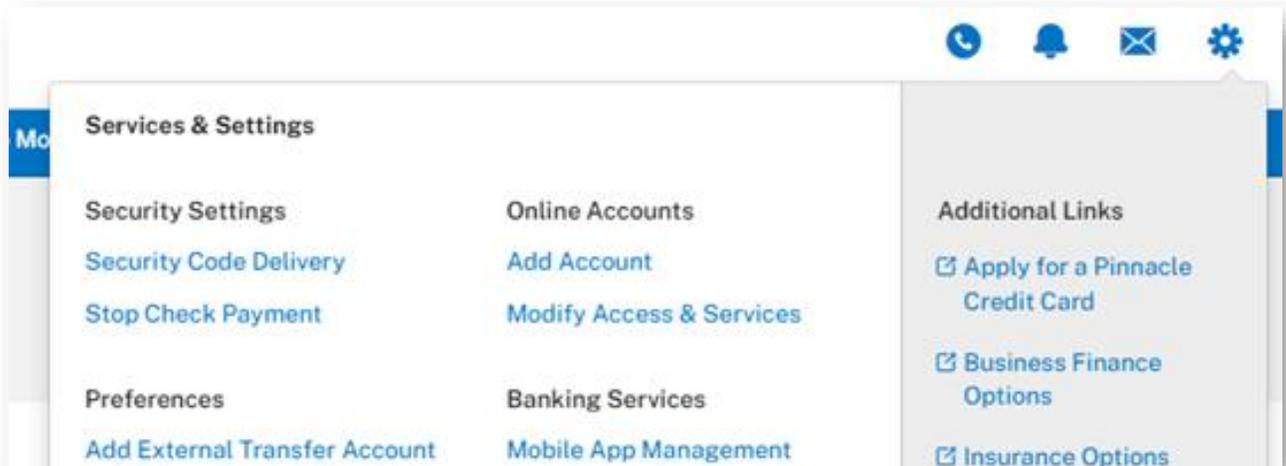
The Security Code is valid for 10 minutes.

[Click here](#) if you have not received the Security Code and would like to receive a new Security Code.

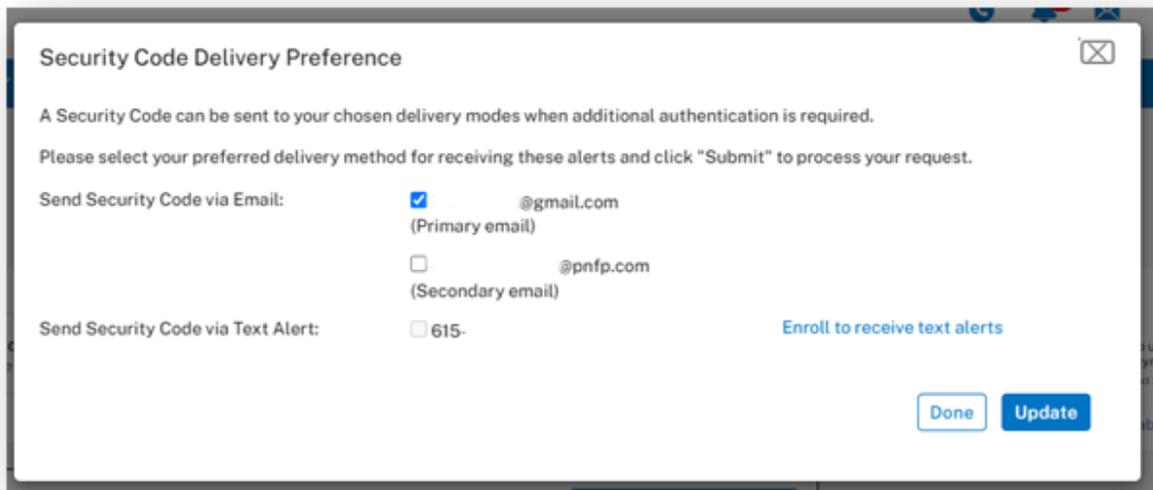
4. You may be prompted to verify your contact information.



5. If you want to change your delivery method from email to text, click the gear icon in Online Banking (called Services & Settings) and select "Security Code Delivery."

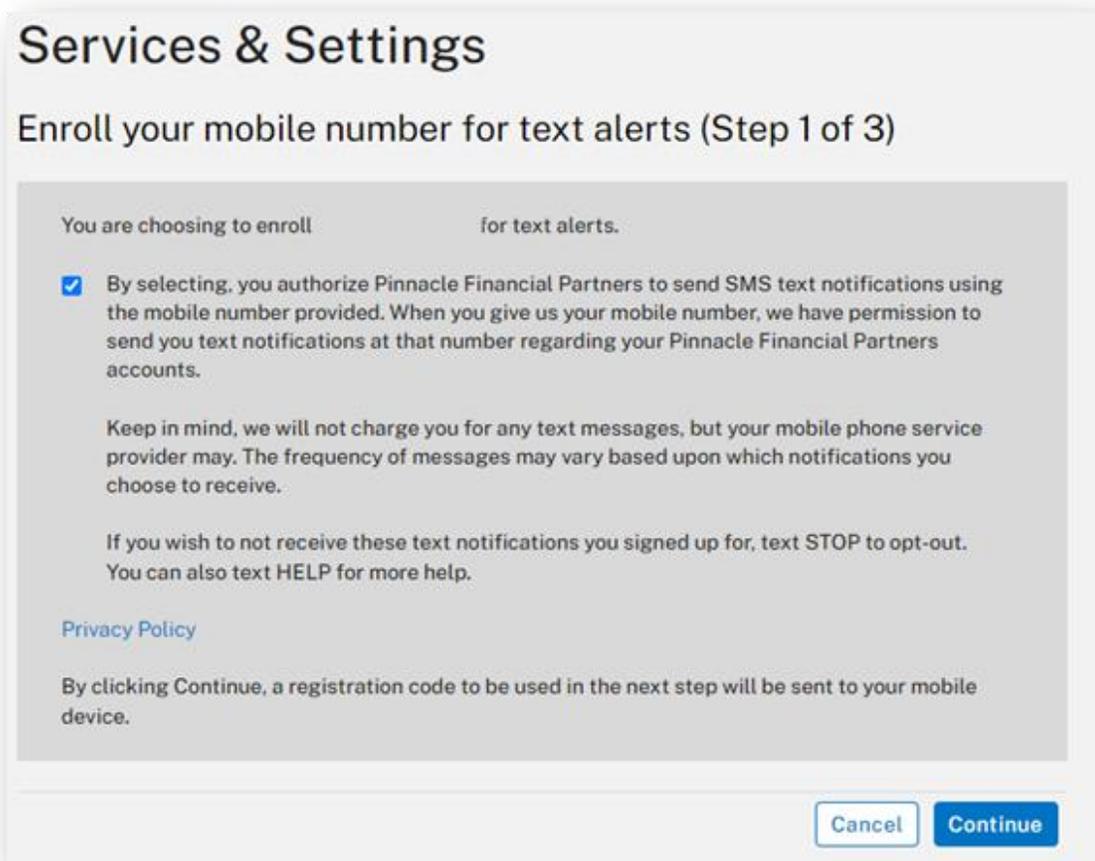


6. Beside your mobile number, click “Enroll to receive text alerts.”



The screenshot shows a dialog box titled "Security Code Delivery Preference" with a close button in the top right corner. The text inside reads: "A Security Code can be sent to your chosen delivery modes when additional authentication is required. Please select your preferred delivery method for receiving these alerts and click 'Submit' to process your request." There are two sections: "Send Security Code via Email:" with a checked checkbox for "@gmail.com (Primary email)" and an unchecked checkbox for "@pnfp.com (Secondary email)"; and "Send Security Code via Text Alert:" with an unchecked checkbox for "615-". A blue link "Enroll to receive text alerts" is positioned to the right of the text alert checkbox. At the bottom right, there are two buttons: "Done" and "Update".

7. Click the option to authorize Pinnacle to send text messages to your device.



The screenshot shows a dialog box titled "Services & Settings" with the subtitle "Enroll your mobile number for text alerts (Step 1 of 3)". The main text says: "You are choosing to enroll [redacted] for text alerts." Below this is a checked checkbox with the text: "By selecting, you authorize Pinnacle Financial Partners to send SMS text notifications using the mobile number provided. When you give us your mobile number, we have permission to send you text notifications at that number regarding your Pinnacle Financial Partners accounts." Further down, it states: "Keep in mind, we will not charge you for any text messages, but your mobile phone service provider may. The frequency of messages may vary based upon which notifications you choose to receive." and "If you wish to not receive these text notifications you signed up for, text STOP to opt-out. You can also text HELP for more help." A blue link "Privacy Policy" is provided. At the bottom, it says: "By clicking Continue, a registration code to be used in the next step will be sent to your mobile device." At the bottom right, there are two buttons: "Cancel" and "Continue".

8. Enter the registration code that was delivered to the mobile device.

Enroll your mobile number for text alerts (Step 2 of 3)

A text message was sent on 6/27/2022 11:16:59 am CDT to your mobile number from the number 251-385-9914.

Please enter the registration code provided in the text message:

Registration Code: 7 1 6 1 - 0 0 6 4

[Resend code](#)