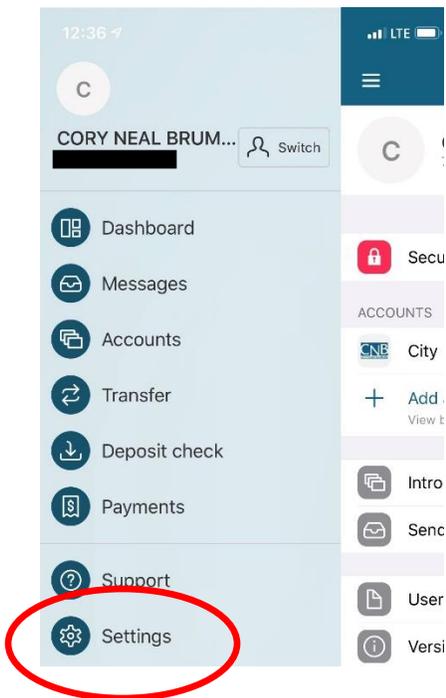
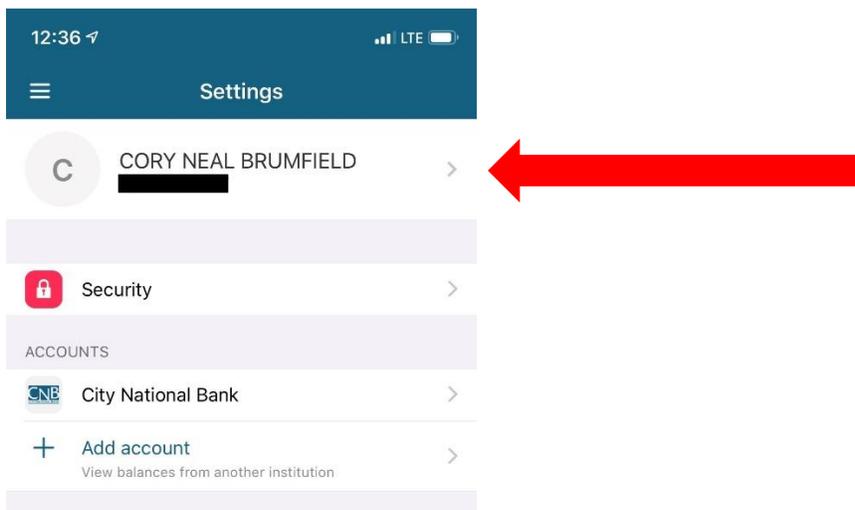


CIF Change via the Mobile Banking App

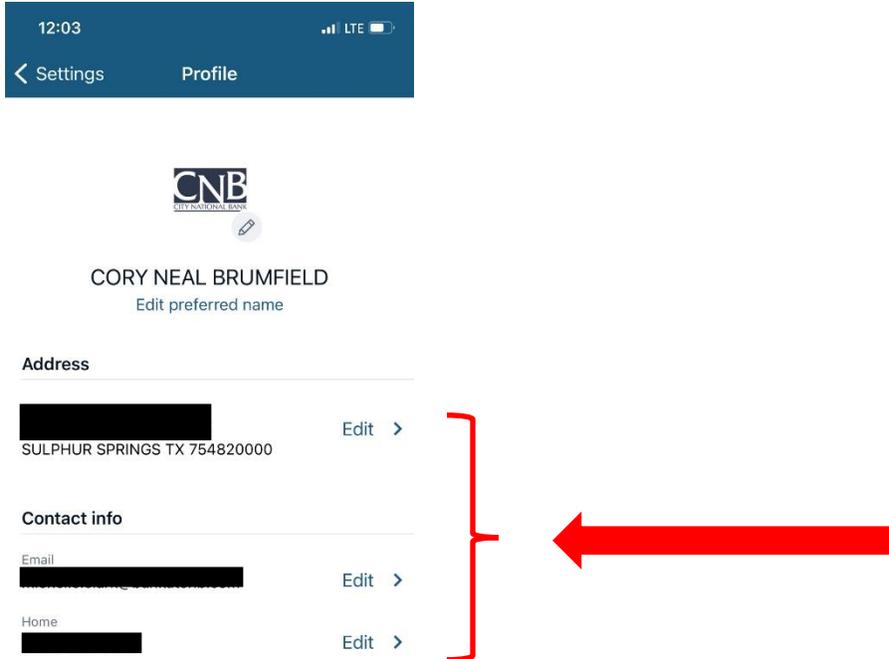
1. Log into your CNB Mobile Banking App. Click the 3 lined menu button in the upper left hand corner, then “Settings”:



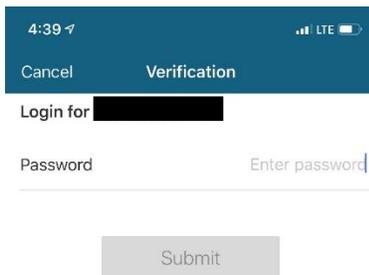
2. Click your name at the top of your screen:



3. This will take you to a screen showing what CNB currently has on file for your address, e-mail, and phone numbers.



4. Select “Edit” next to whichever field you’d like to change. If you are changing your email or phone number, **YOU WILL NEED YOUR NETTELLER PASSWORD TO MAKE CHANGES!** Not your pin!



5. Once you type in your password and click “Submit”, you will be brought to a screen where you can make your changes, then click “Save”:

4:40 LTE

Cancel Edit

Home
[REDACTED]

Mobile
(000) 000-0000

Work
(903) 885-8688

Work mobile
(000) 000-0000

Save

You will receive an email that looks like the one below when you have changed something in your profile:

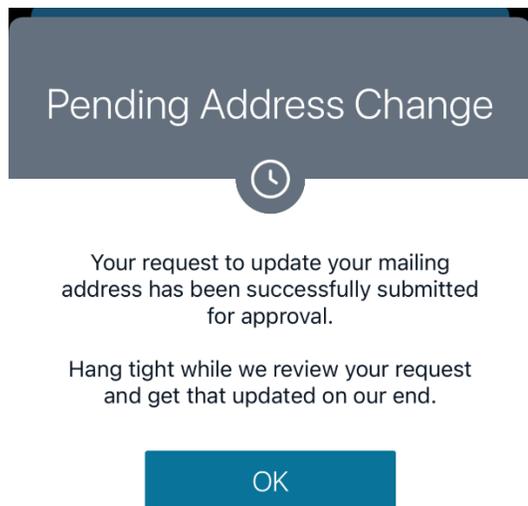


Hi there,
Your phone number(s) has been successfully changed for your account.



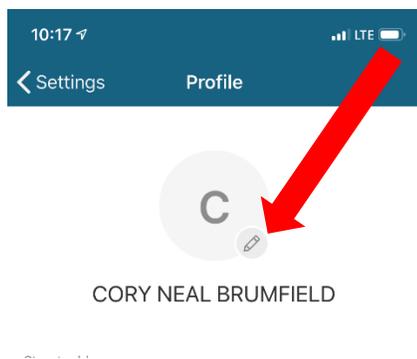
If your account is secure with two-factor authentication, now might be a good time to update your phone number associated with your authenticator app. If you did not make this change, please contact us at (833) 501-8764 immediately.

To change your mailing address, select “Edit” next to the address listed. It will take you to a screen where you can update your address information. Click “Save” and a Conversation will be automatically created. It will go to Customer Service Representatives who will complete your request. You will get this screen after your request is complete:

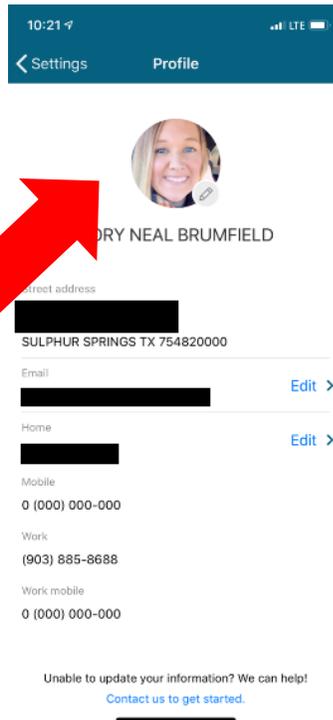


A representative may reach out to you, via the Conversation in your app, in regard to updating your information.

To add a photo to your profile, you'll go to “Settings”, then select the pencil edit button near the top:



Then you'll either select a photo or take a photo. After you choose your photo, it will appear on your profile. CNB Representatives will be able to see your profile picture when assisting you with online and mobile services.



If you have any questions, please contact CNB at (833) 501-8764. You may also start a conversation from within your CNB Mobile Banking App or Online Banking.