Associated Connect®

Reference Guide: Alerts and Messaging

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Associated Connect Access

Associated Connect provides secure, single sign-on access to your business and commercial banking services through AssociatedBank.com/Business or AssociatedBank.com/Commercial.

Available Services

Once signed in, users can access a wide range of online banking functions:

Banking	Account Balances, ACH Origination Check Inquiry, Image Search, Positive Pay, Stop Payments, Transfers and Wire Transfers
Account Summary	View balances and transaction details
Cash Management	Bill Pay*, Cash Ordering, Checkview, FX Manager, Lockbox, Remote Deposit and Trade Services
Transmission and Reporting	Document Center, Export Tools and File Transfer

*Some services within the bill payment service have service charges. Please refer to the Business Fee Schedule or the applicable Checking Product Disclosure for details. (1276)

Sign-In and Security

Access to Associated Connect requires identity verification through one of two methods:

High-Risk Services	• Sign in with your username and password. • Verify identity using multi-factor authentication (MFA) with a unique access code from a mobile or physical token.
Low-Risk Services	• Sign in with your username and password. • Verify identity using a unique access code sent by text message (SMS) to your registered mobile number.

For help with tokens, see the Multi-Factor Authentication and Password Management Guide or contact Customer Care at 800-728-3501.

Alerts

Alerts help keep you informed about statement availability, account activity and important transactions within Associated Connect. They're designed to provide visibility into your accounts and help you stay up to date.

Alerts are for informational purposes only and should not be relied upon to process transactions or prevent fraudulent activity.

The alerts available to you depend on the products, services and permissions assigned to your profile. Depending on your access, alerts can be managed:

- Directly in the Associated Connect portal > **My Profile**
- In **Account Details & Services > Settings > Manage alerts**

Available Alerts

More than 70 different alert types can be set up and managed within the Associated Connect portal through **My Profile** or within **Account Details & Services**.

The available alerts and descriptions are listed below based on where they are managed.

Associated Connect Portal – My Profile

Alert Type	Description of documents available online:
Business Billing Statement	Monthly statement of charges and fees for the billing period.
Deposit Account Statement	Monthly statement of activity for checking, savings or money market account, including deposits, withdrawals and balances for the statement period.
Loan Account Statement	Monthly statement of loan account activity, including payments made, interest charged and current balance.
NSF Notice	Transaction was returned or declined because there were insufficient funds in the account.
Year End Tax Documents	Tax documents that may be needed for annual tax filing.
Investment Repo/CP Daily Notice	Daily notice summarizing repurchase agreement or commercial paper investment activity.
ICS Monthly Statement	Monthly summary showing all activity and balances in your ICS (Insured Cash Sweep) accounts.
CDARS Maturity Notices	CDARS (Certificate of Deposit Account Registry Service) deposit is about to mature.
CDARS Monthly Statements	Monthly report detailing all transactions and balances for CDARS accounts.
CDARS New Account Notices	New CDARS account has opened.
Account Analysis Statement	Monthly statement summarizing service charges, balances and earnings credits for Analyzed business account types.
Account Analysis Family Statement	Consolidated account analysis statement that groups related business accounts into a single report.

Correspondent Bank Statement	Monthly statement summarizing service charges, balances and earnings credits for Financial Institution banking clients.
ACH - Notification of Change	ACH recipient information must be updated for future payments.
ACH - Return Items	ACH transactions that were returned by the receiving financial institution. **Note**: *This document is available the business day after the return transaction posts.*
ACH 820 Detail Reports	Detailed report of ACH 820 transactions, commonly used for payment remittance information.
ACH 835 Detail Report	Detailed report of ACH 835 transactions, commonly used for healthcare payment and remittance information.
ACH Summary Report	Summary report of ACH activity, including total debit and credit transactions processed.
CRE Escrow	Escrow balance and activity report for commercial real estate accounts.
Private Banking Escrow	Escrow balances and activity for Private Banking accounts.
Deposit Detail Report	Detailed report of deposits made to the account, including individual deposit items.
Deposit Summary Report	Summary of total deposit activity for the selected reporting period.
Message Center Alerts	Secure message from Associated Bank is available in the Associated Connect portal. **Note**: *This alert is automatically enabled but can be disabled.*
Security	
Password Change Alert	Alerts when your password has been changed.
Email Address Change Alert	Alerts when your email address has been changed.
Phone number Change Alert	Alerts when your phone number has been changed.
Inactivity Alert	Alerts when you haven't logged in for 170 days.
Account Status Change Alert	Deposit account status is changed. Typically occurs when accounts are closed.
User Removed Alert *	Administrator alert when a user is removed from the portal.
User Modified Alert *	Administrator alert when a user entitlement change is made on the portal.
Add User Alert *	Administrator alert when a user is added on the portal.

**** These Security Alerts are only available to the Company Administrator and cannot be disabled or removed.***

Account Details & Services – Manage alerts

Alert Type	Description of notification:
Configurable	
Account (Current Balance)	Current balance in an entitled account is exactly, drops below or rises above a specified threshold.
Account (Available Balance)	Available balance in an entitled account is exactly, drops below or rises above a specified threshold.
Debit Transaction	Debit transactions meet defined search criteria; such as amount, description and account.
Credit Transaction	Credit transactions meet defined search criteria; such as amount, description and account.
Check Number	Transactions associated with a specific check number meet defined search criteria, such as amount and account. *This helps track check activity and detect potential fraud or duplicate items.*
Description	Transactions containing specific keywords or phrases in the transaction description have been presented to an entitled account.
ACH Batch	Status of an ACH batch changes (e.g., drafted, authorized, canceled, failed or processed).
ACH Collection	Status of an ACH collection changes (e.g., drafted, authorized, canceled, failed or processed).
ACH Pass Thru	Status of an ACH pass-through transaction changes (e.g., drafted, authorized, canceled, failed or processed).
Domestic Wire	Status of domestic wire changes (e.g., drafted, authorized, canceled, failed or processed).
EFTPS	Status of an EFTPS payment changes (e.g., drafted, authorized, canceled, failed or processed).
Funds Transfer	Status of a funds transfer changes (e.g., drafted, authorized, canceled, failed or processed).
Payroll	Status of a payroll file or payment changes (e.g., drafted, authorized, canceled, failed or processed).
Stop Payment	Status of a stop payment request changes (e.g., submitted, active, canceled, expired or failed).
Security	
Company Policy Changed	Entitled user adds an "Allowed Action" within the "Manage Company Policies" tile.
Company Policy Changed Approved	A policy change is approved in the "Manage Company Policies" tile.
Company Policy Changed Declined	A policy change is declined in the "Manage Company Policies" tile.
Outgoing ACH Created	An outgoing ACH transaction is created within "Make a payment" under "Payments & Transfers".

Payment Template Created	A payment template is created within "Make a payment" under Payments & Transfers".
Payment Template Modified	A payment template is modified within "Make a payment" under Payments & Transfers.
Recipient Added	A recipient was created within the "Recipients" tile under "Payments & Transfers".
Recipient Change Approved	A recipient change is approved in the "Recipients" workflow.
Recipient Change Declined	A recipient change is denied in the “Recipients” workflow.
Recipient Modified	A recipient is modified within the "Recipients" tile under "Payments & Transfers".
Security Alert Preferences Changed	Security alert preferences are changed within "Edit Delivery Preferences". This alert is triggered when your email or phone number is changed.
User Role Changed	A user role is edited within the "Manage User Roles" tile under “Administration”.
User Role Changed Approved	A user role change is approved within "Manage User Roles" tile under “Administration”.
User Role Changed Declined	A user role change is declined within "Manage User Roles" tile under “Administration”.
User Role Created	A new user role is created within the "Manage User Roles" tile under “Administration”.
User Profile Updated	A user role is updated within the "Manage user roles" tile under “Administration”.
Transfer Processing Failure	A transfer failed to process.
Last Reoccurring Instance Created	The last instance of a reccurring payment is created
Domestic Wire Transfer Created	A domestic wire transfer is created within "Make a payment" under “Payments & Transfers".
International Wire Transfer Created	An international wire transfer is created within "Make a payment" under “Payments & Transfers".
Bulk Domestic Wire Transfer Created	A bulk domestic wire transfer is created within "Make a payment" under “Payments & Transfers".

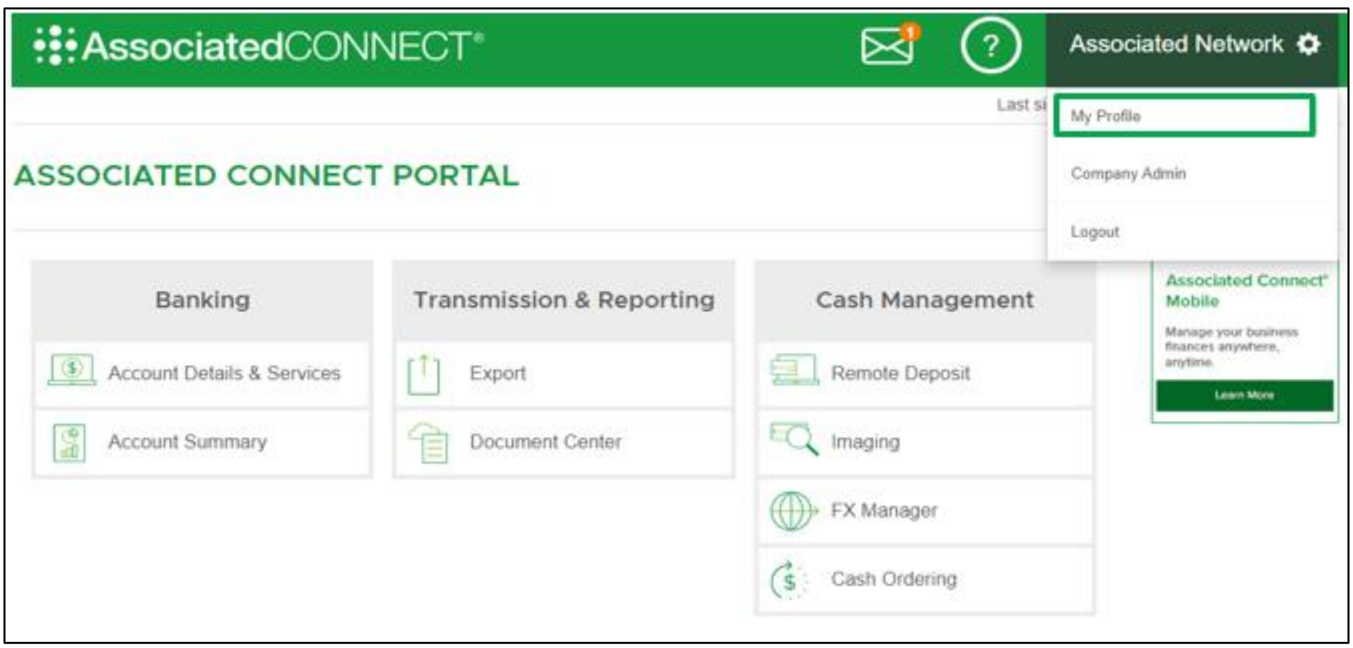
Enhanced Secure Sign In

Alert type	Description
New sign-in for your account	New device or browser signs into your account. This alert is intended to notify you of account activity for security purposes.
Notice of email address change for your Associated Bank account	Your email address is changed within "My Profile" on the Associated Connect Portal.
Authentication change for your Associated Bank account	Multi-factor authentication (MFA) method is added, removed, or changed for your account. Alerts

Alert Set-up

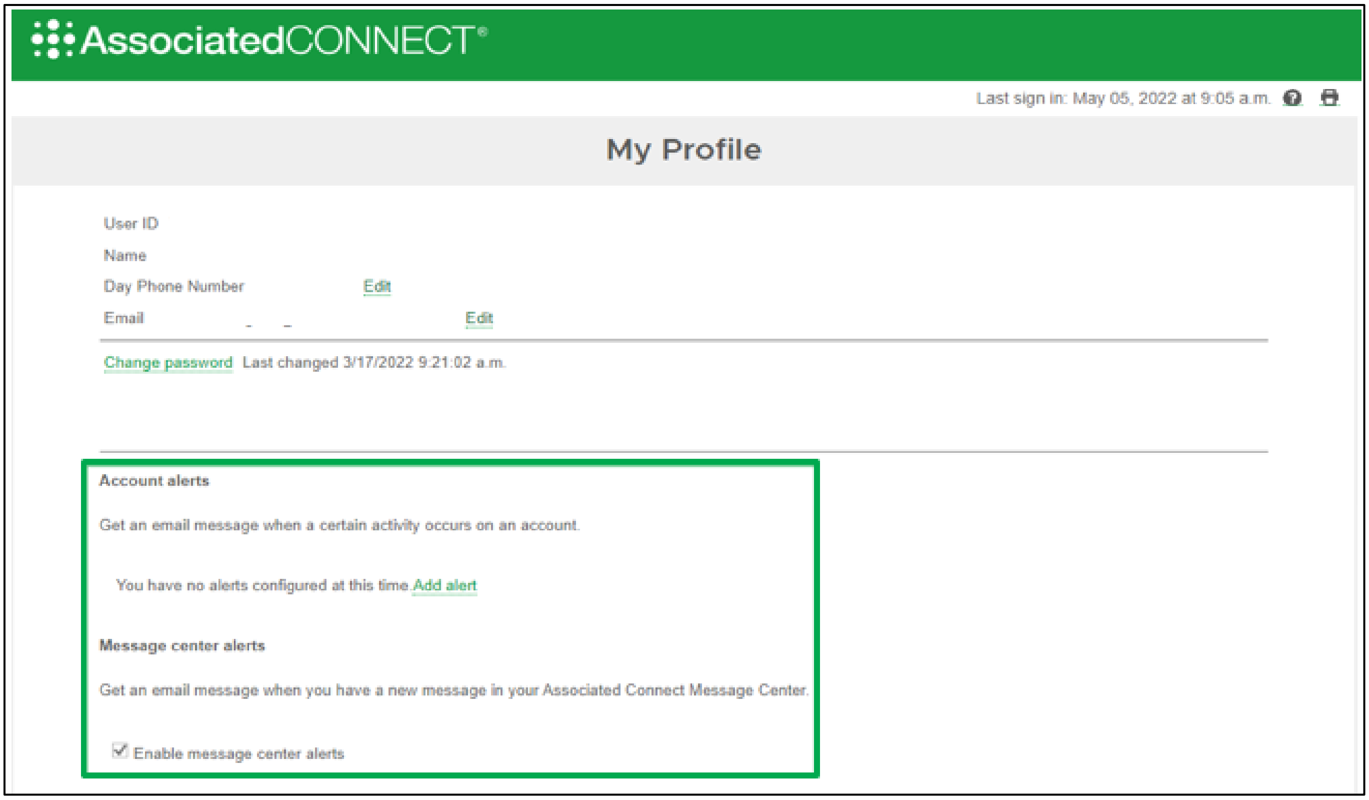
Associated Connect Portal Alerts

To set up alerts within the Associated Connect portal, go to **My Profile** in user menu.

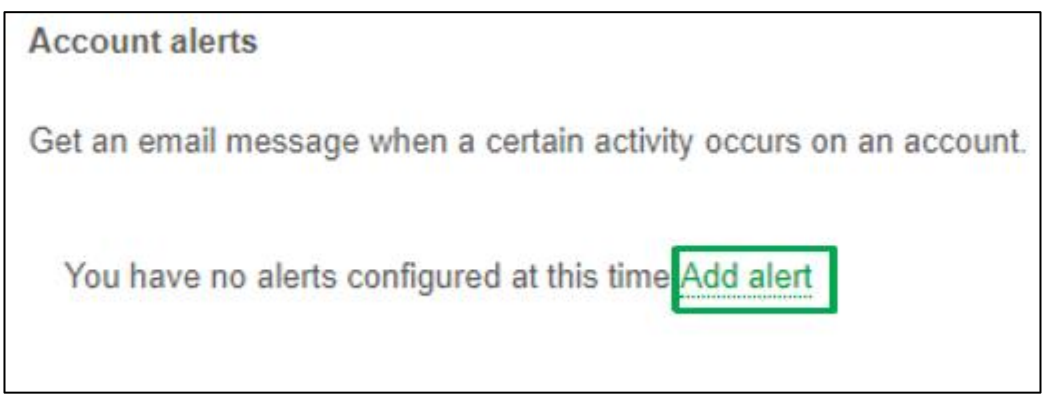


Account Alerts

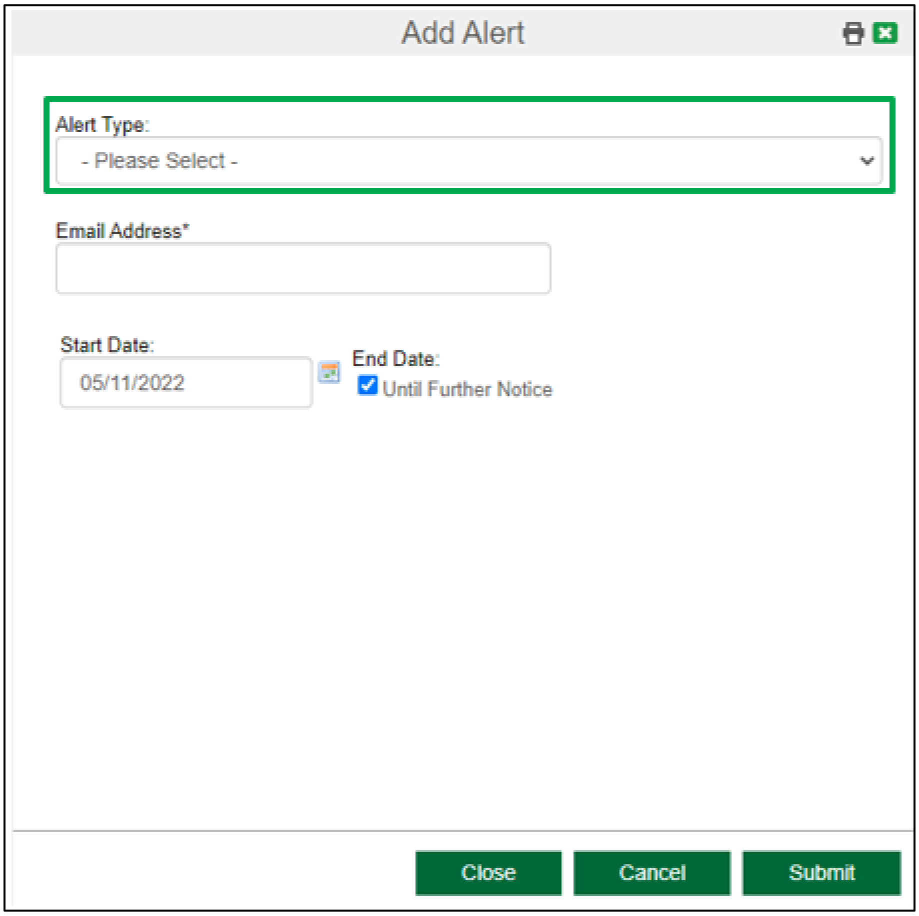
Within the account alerts section, you can create alerts and enable or disable Message Center alerts.

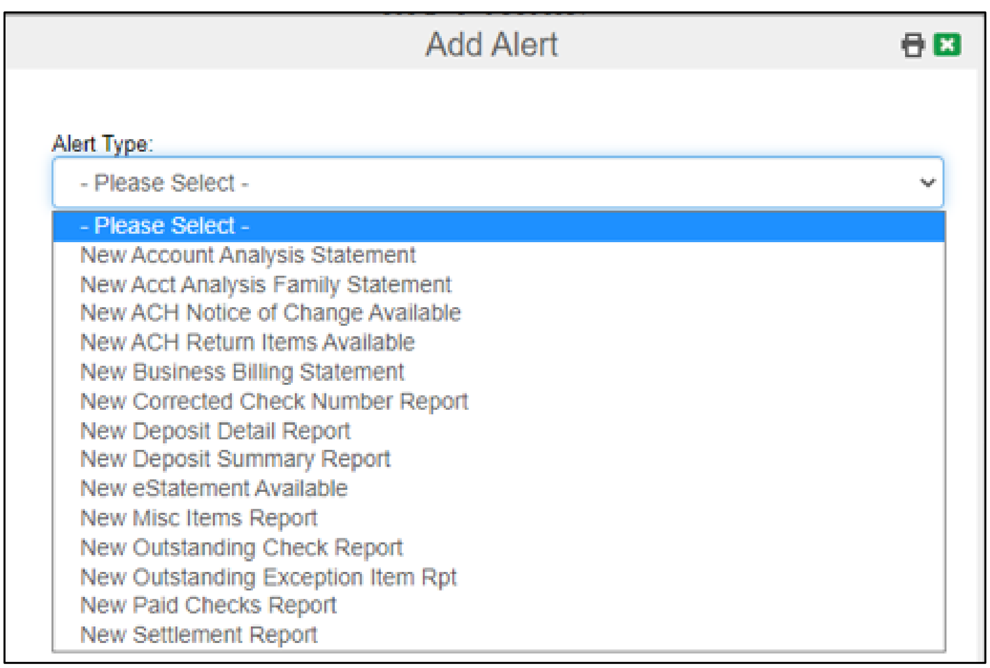


To receive alerts when statements and documents are available in Document Center, select **Add alert**.

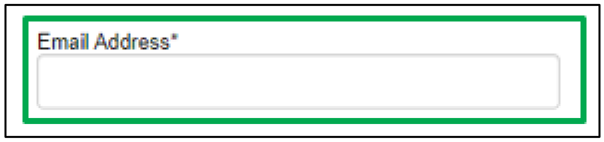


Select the appropriate **Alert Type** from the dropdown.

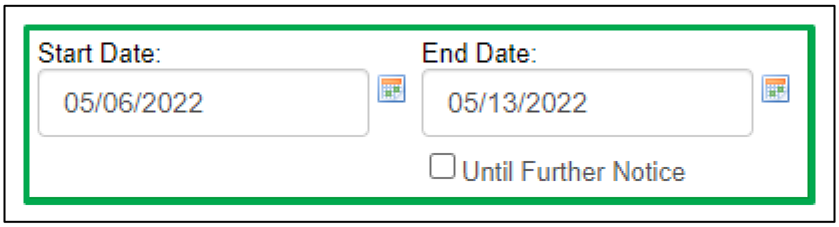




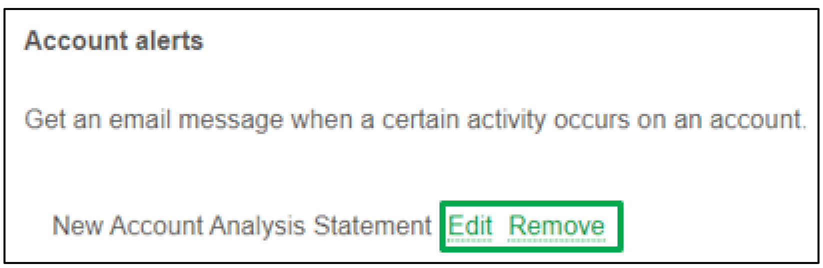
Confirm or enter the email address where the alert should be sent.



The **Until Further Notice** checkbox is selected by default. To receive alerts for a specific timeframe, un-check the box and select a **Start Date** and **End Date** using the calendar icons. Select **Submit** to save the alert.



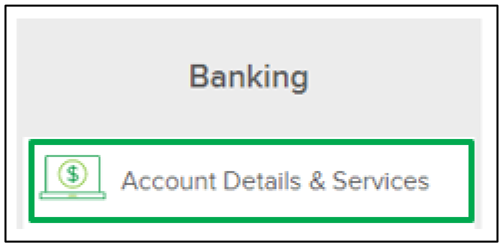
After the alert is submitted, it will appear on the **My Profile** page. From there, the alert can be edited (delivery method and date range) or removed.



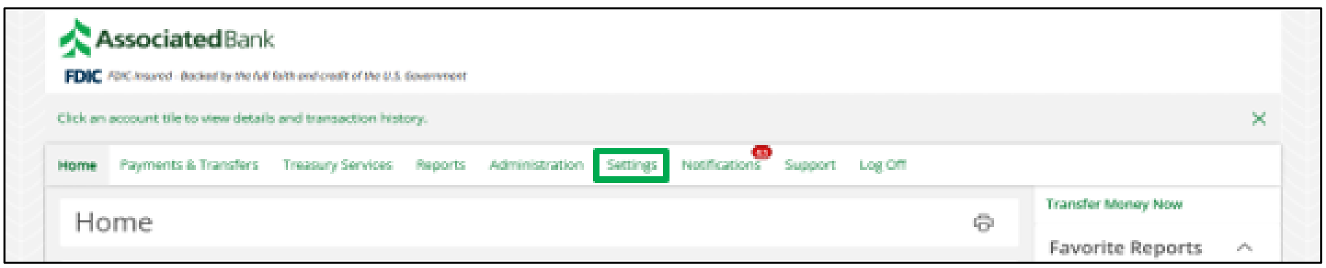
Account Details & Services Alerts

This section is used to manage general and security alerts within **Account Details & Services**. Examples include balance alerts, transaction alerts, dual approval alerts and ACH or Wire payment status alerts. Please note that available options depend on your specific product and service entitlements.

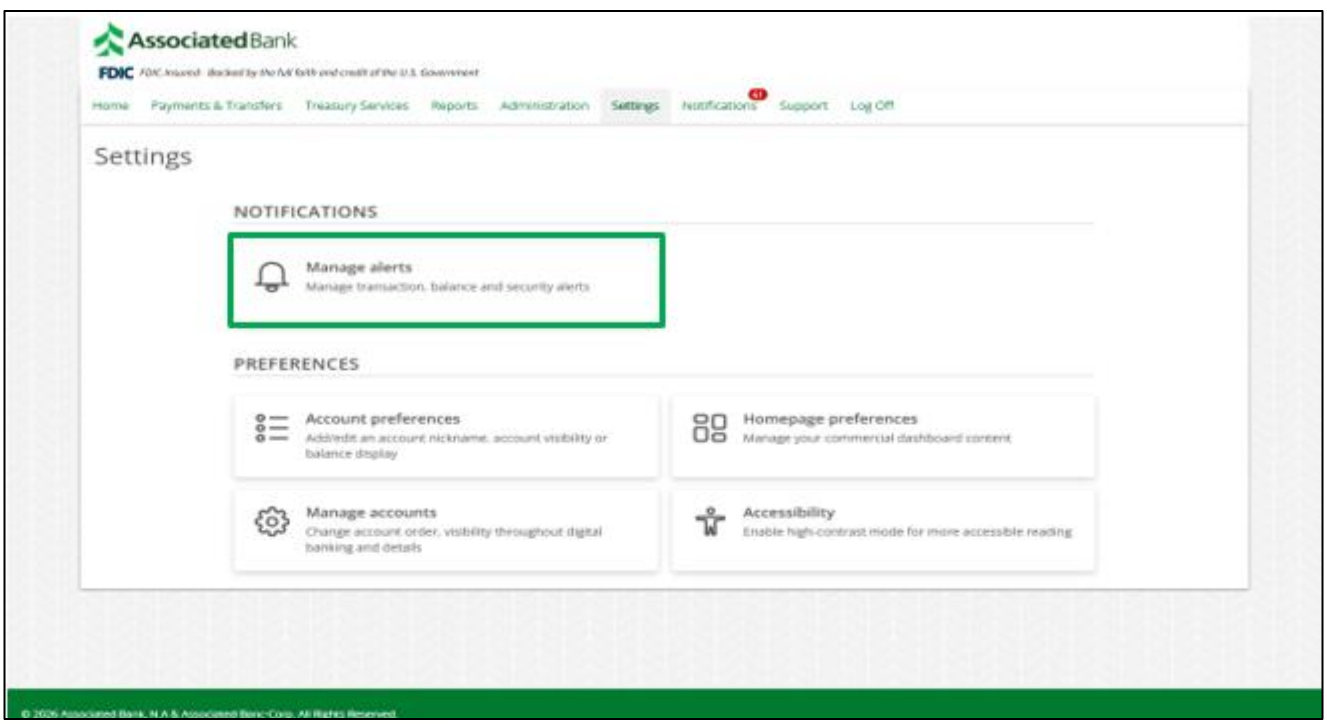
To access these alerts, select **Account Details & Services** from the **Banking** menu in the Associated Connect portal.



Select the **Settings** tab.



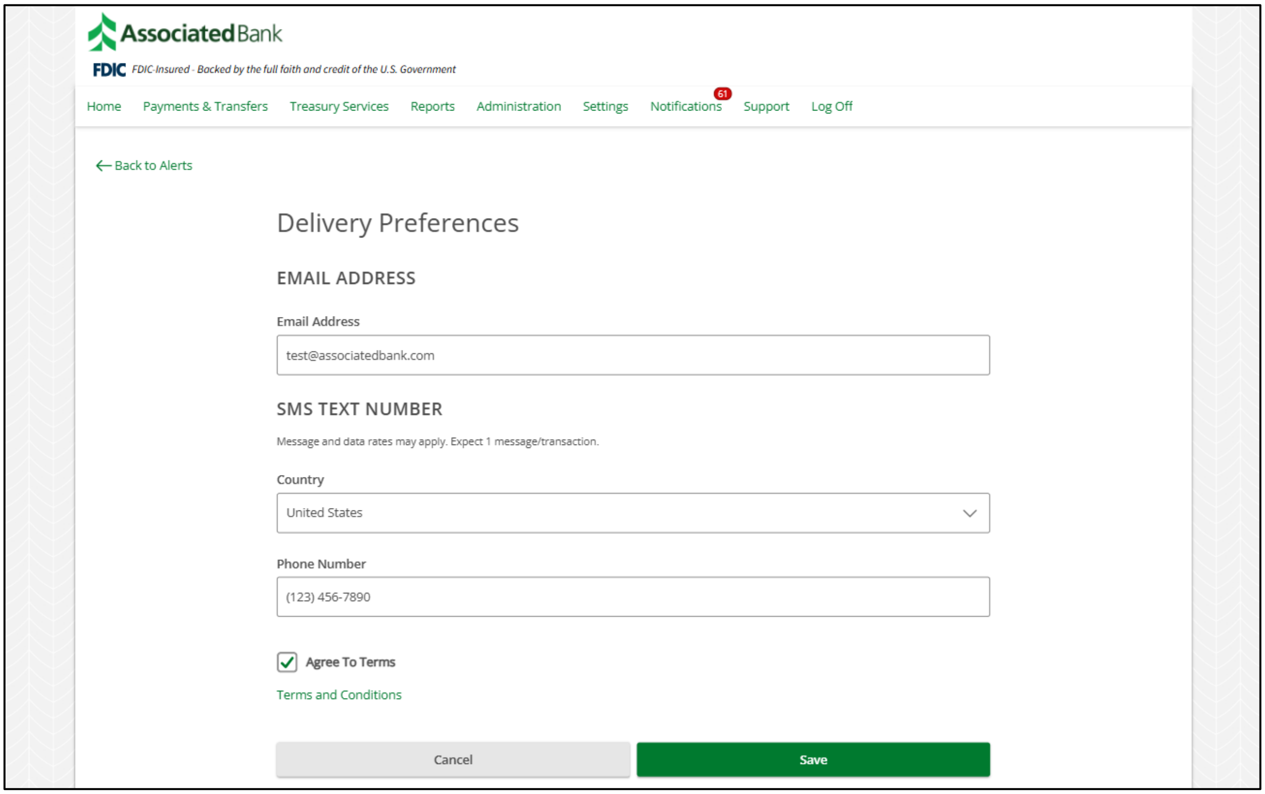
Under **Notifications**, select **Manage alerts**.



Delivery Preferences

To update alert delivery preferences, select **Edit Delivery Preferences**. Verify the contact information for your selected delivery method(s). If using SMS Text notifications, review and accept the Terms and Conditions.

Note: *To expedite time spent setting up alerts, choose either email or SMS text for each alert type, not both.*

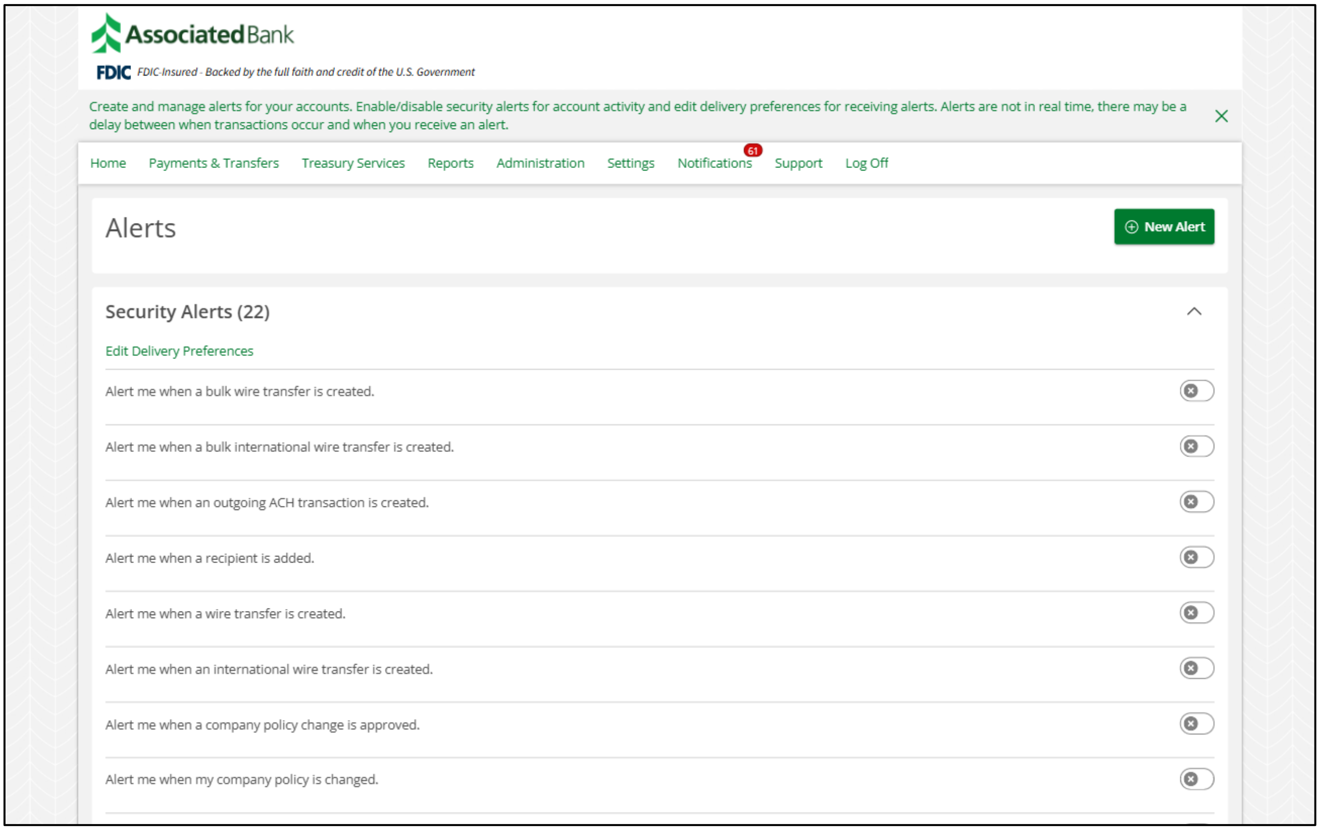


Note: *All alerts are available within the Secure Notification Mailbox in Associated Connect, providing a centralized location to review past notifications.*

Security Alerts and Preferences

Before enabling Security Alerts, review the **Security Alert Pros & Cons List** below.

Use the toggle switch to enable alerts based on your role and responsibilities.



***Note:** When accessing **Manage Alerts** for the first time, system generated Security Alerts are defaulted off.*

Security Alert Pros & Cons List

The following tables provide details for each Security Alert, including descriptions, considerations and recommendations for Company Administrators and End Users.

Review each alert to determine which ones match your organizational oversight needs and risk tolerance.

Company Admin Alert Configuration

Alert Name	Description	Pros for Company Admin	Cons for Company Admin	Recommendation
Company Policy Changed	Entitled user adds an "Allowed Action" within the "Manage Company Policies" tile.	Enables visibility into permission changes that could impact risk, fraud exposure, or segregation of duties.	Can generate high volume in large organizations with frequent policy updates.	Enable - Essential for governance and risk management
Company Policy Changed Approved	Policy change is approved in the "Manage Company Policies" tile.	Confirms that policy updates have been reviewed and authorized, ensuring proper governance and control over permission changes.	Can add noise in environments with frequent policy updates and approvals; may contribute to alert fatigue.	Enable - Confirms proper authorization workflow
Company Policy Changed Declined	Policy change is declined in the "Manage Company Policies" tile.	Provides visibility into rejected changes, helping identify potential unauthorized or incorrect updates.	May generate additional alerts during policy review cycles; limited value if denials are expected.	Conditional - Enable if tracking denied changes is important

Alert Name	Description	Pros for Company Admin	Cons for Company Admin	Recommendation
Outgoing ACH Created	Outgoing ACH transaction is created within "Make a payment" under "Payments & Transfers".	Enables confirmation of proper ACH payment setup, operational oversight and early detection for payments requiring dual approval. Ensures payment activity aligns with expectations.	Frequent ACH origination may generate a high volume of notifications; high frequency alerting may lead to alert fatigue.	Enable - Critical for payment oversight and fraud prevention
Payment Template Created	Payment template is created within "Make a payment" under Payments & Transfers".	Enables early detection of reusable payment templates, helping mitigate fraud and unauthorized modifications.	While payment template creation is relatively infrequent, turning on additional alerts more broadly may lead to alert fatigue.	Enable - Templates are high-risk reusable objects
Payment Template Modified	Payment template is modified within "Make a payment" under Payments & Transfers.	Enables early detection of template changes, preventing unauthorized fund redirection and helping to mitigate high-risk activity.	While payment template modification is relatively infrequent, turning on additional alerts more broadly may lead to alert fatigue.	Enable - Template changes are critical fraud vectors

Alert Name	Description	Pros for Company Admin	Cons for Company Admin	Recommendation
Recipient Added	Recipient created within the "Recipients" tile under "Payments & Transfers".	Enables early detection of new recipients added, helping mitigate high-risk activity.	Can generate a high volume of alerts for companies in active payment environments; high frequency alerting may lead to alert fatigue.	Enable - New recipients are high-risk fraud indicators
Recipient Change Approved	Recipient change is approved in the "Recipients" workflow.	Confirms that changes to recipient information has been reviewed and authorized, reducing risk of fraudulent changes.	Can generate high volume if frequent modifications are made; high frequency alerting may lead to alert fatigue.	Enable - Ensures proper authorization of recipient changes
Recipient Change Declined	Recipient change is denied in the Recipients workflow.	Highlights rejected changes, enabling review of potentially risky or incorrect modifications.	Can generate high volume if frequent modifications are made; high frequency alerting may lead to alert fatigue.	Conditional - Enable if tracking denied changes is important
Recipient Modified	Recipient is modified within the "Recipients" tile under "Payments & Transfers".	Enables early detection of high-risk changes to recipient information.	Can generate high volume if frequent modifications are made; high frequency alerting may lead to alert fatigue.	Enable - Recipient changes are critical fraud vectors

Alert Name	Description	Pros for Company Admin	Cons for Company Admin	Recommendation
Security Alert Preferences Changed	Security alert preferences are changed within "Edit Delivery Preferences". This alert is triggered when your email or phone number is changed.	Enables real-time detection of changes made to Security Alert delivery preferences.	Minimal downside.	Enable - Ensures alert channels remain secure
User Role Changed	User role is edited within the "Manage User Roles" tile under Administration.	Enables early detection of role changes that affect access and approval authority.	Can generate high volume in role cleanup efforts; high frequency alerting may lead to alert fatigue.	Enable - Role changes impact authorization controls
User Role Changed Approved	User role change is approved within "Manage User Roles" tile under Administration.	Confirms that role updates affecting access and approval authority have been authorized.	Can generate high alert volume during role cleanup or access reviews; may lead to alert fatigue.	Enable - Confirms proper authorization workflow
User Role Changed Declined	User role change is declined within "Manage User Roles" tile under Administration.	Provides visibility into rejected access changes, helping prevent unauthorized permission escalation.	May generate additional alerts during access review cycles; limited follow-up required.	Conditional - Enable if tracking denied changes is important

Alert Name	Description	Pros for Company Admin	Cons for Company Admin	Recommendation
User Role Created	New user role is created within the "Manage User Roles" tile under Administration.	Enables early detection of a newly created user role that can potentially affect the access and approval authority of assigned users.	Low immediacy; often planned changes.	Enable - New roles define access boundaries
Transfer Processing Failure	Transfer failed to process.	Enables immediate awareness of failed internal transfers, allowing for quick remediation and reduced operational risk. Critical for ensuring transfer completion and client satisfaction.	May generate alerts for intermittent or expected failures (e.g., cutoff times, validation issues); could contribute to alert fatigue if not monitored appropriately.	Enable - Critical for operational continuity
User Profile Updated	User role is updated within the "Manage user roles" tile under Administration.	Enables visibility into changes to user roles, helping ensure proper access management and reducing risk of unauthorized updates.	May generate high volume during user maintenance or audits; limited value if changes are routine and expected.	Enable - Profile changes affect system access

Alert Name	Description	Pros for Company Admin	Cons for Company Admin	Recommendation
Last Reoccurring Instance Created	Alert me when the last instance of a reoccurring payment is created	Provides visibility into completion of recurring payment schedules, enabling proactive setup of new schedules or client outreach.	Low urgency; may not require immediate action and could add to notification volume if widely enabled.	Conditional - Enable if proactive payment management is needed
Domestic Wire Transfer Created	Alert when a domestic wire transfer is created within "Make a payment" under Payments & Transfers".	Enables validation of proper payment setup as wires are high-risk and time-sensitive. Ensures payment activity aligns with expectations.	Can generate high volume in wire-heavy organizations; high frequency alerting may lead to alert fatigue.	Enable - Wires are high-risk, time-sensitive payments
International Wire Transfer Created	International wire transfer is created within "Make a payment" under Payments & Transfers".	Enables validation of proper payment setup as wires are high-risk and time-sensitive. Ensures payment activity aligns with expectations.	Can generate high volume in wire-heavy organizations; high frequency alerting may lead to alert fatigue.	Enable - International wires carry elevated fraud risk

Alert Name	Description	Pros for Company Admin	Cons for Company Admin	Recommendation
Bulk Domestic Wire Transfer Created	Bulk domestic wire transfer is created within "Make a payment" under Payments & Transfers".	Enables validation of proper payment setup as wires are high-risk and time-sensitive. Ensures payment activity aligns with expectations.	Can generate high volume in wire-heavy organizations; high frequency alerting may lead to alert fatigue.	Enable - Bulk wires multiply transaction risk
Bulk International Wire Transfer Created	User role is updated within the "Manage user roles" tile under Administration.	Enables validation of proper payment setup as wires are high-risk and time-sensitive. Ensures payment activity aligns with expectations.	Can generate high volume in wire-heavy organizations; high frequency alerting may lead to alert fatigue.	Enable - Highest risk alert category

Note: *When accessing Manage Alerts for the first time, system generated security alerts are defaulted off.*

End User Alert Configuration

Alert Name	Description	Pros for End User	Cons for End User	Recommendation
Company Policy Changed	Entitled user adds an "Allowed Action" within the "Manage Company Policies" tile.	Rarely applicable; most end users don't manage policies	Not actionable for users not involved with company policy changes; high frequency alerting may lead to alert fatigue	Disable - Not relevant for most End Users
Company Policy Changed Approved	Policy change is approved in the "Manage Company Policies" tile.	Rarely applicable; limited relevance unless directly impacted by policy changes	Not actionable for most users; approval notifications may create unnecessary noise	Disable - Limited End User value
Company Policy Changed Declined	Policy change is declined in the "Manage Company Policies" tile.	Rarely applicable; most end users are not involved in policy approvals	Not actionable; may contribute to alert fatigue	Disable - Not actionable for End Users
Outgoing ACH Created	Outgoing ACH transaction is created within "Make a payment" under "Payments & Transfers".	Enables confirmation of payments users initiate or are responsible for	Not actionable for users not involved with creating ACH payments; high frequency alerting may lead to alert fatigue	Enable - If you create ACH payments

Alert Name	Description	Pros for End User	Cons for End User	Recommendation
Payment Template Created	Payment template is created within "Make a payment" under Payments & Transfers".	Enables confirmation of a new reusable payment template	Not actionable for users not involved with payment services; high frequency alerting may lead to alert fatigue	Enable - If you create payment templates
Payment Template Modified	Payment template is modified within "Make a payment" under Payments & Transfers.	Enables early detection of template changes, preventing unauthorized fund redirection	Not actionable for users not involved with payment services; high frequency alerting may lead to alert fatigue	Enable - If you use payment templates
Recipient Added	Recipient created within the "Recipients" tile under "Payments & Transfers".	Enables users to receive confirmation on new recipients saved to payment recipient list	Not actionable for users not involved with creating new recipients; high frequency alerting may lead to alert fatigue	Enable - If you add payment recipients
Recipient Change Approved	Recipient change is approved in the "Recipients" workflow.	Enables early detection of high-risk changes to recipient information	Not actionable for users not involved with editing payment recipients; high frequency alerting may lead to alert fatigue	Enable - If you modify recipients

Alert Name	Description	Pros for End User	Cons for End User	Recommendation
Recipient Change Declined	Recipient change is denied in the Recipients workflow.	Enables early detection of high-risk changes to recipient information	Not actionable for users not involved with editing payment recipients; high frequency alerting may lead to alert fatigue	Enable - If you modify recipients
Recipient Modified	Recipient is modified within the "Recipients" tile under "Payments & Transfers".	Enables early detection of high-risk changes to recipient information	Not actionable for users not involved with editing payment recipients; high frequency alerting may lead to alert fatigue	Enable - If you modify recipients
Security Alert Preferences Changed	Security alert preferences are changed within "Edit Delivery Preferences". This alert is triggered when your email or phone number is changed.	Enables real-time detection of changes made to the end-user's Security Alert delivery preferences	Minimal downside	Enable - Critical for account security
User Role Changed	User role is edited within the "Manage User Roles" tile under Administration.	Rarely relevant unless it affects the end-user directly	Rarely applicable; most end users don't manage user roles	Disable - Limited End User relevance

Alert Name	Description	Pros for End User	Cons for End User	Recommendation
User Role Changed Approved	User role change is approved within "Manage User Roles" tile under Administration.	Relevant if it directly impacts the user's access or permissions	Not actionable for most users; limited relevance outside of impacted individuals	Conditional - Enable if concerned about access changes
User Role Changed Declined	User role change is declined within "Manage User Roles" tile under Administration.	Provides awareness if a requested role change was not approved	Not actionable for most users; may create unnecessary noise	Disable - Limited actionability
User Role Created	New user role is created within the "Manage User Roles" tile under Administration.	Rarely relevant unless it affects the end-user directly	Rarely applicable; most end users don't manage user roles	Disable - Not relevant for End Users
Transfer Processing Failure	Transfer failed to process.	Provides visibility into failed transfers they initiated, enabling timely follow-up or reprocessing	Not actionable for users not responsible for the payment; repeated failures may lead to alert fatigue	Enable - If you initiate transfers
User Profile Updated	User role is updated within the "Manage user roles" tile under Administration.	Provides awareness if their own profile or access is updated	Not actionable for most users unless directly impacted; may create unnecessary noise	Conditional - Enable if you want profile change awareness

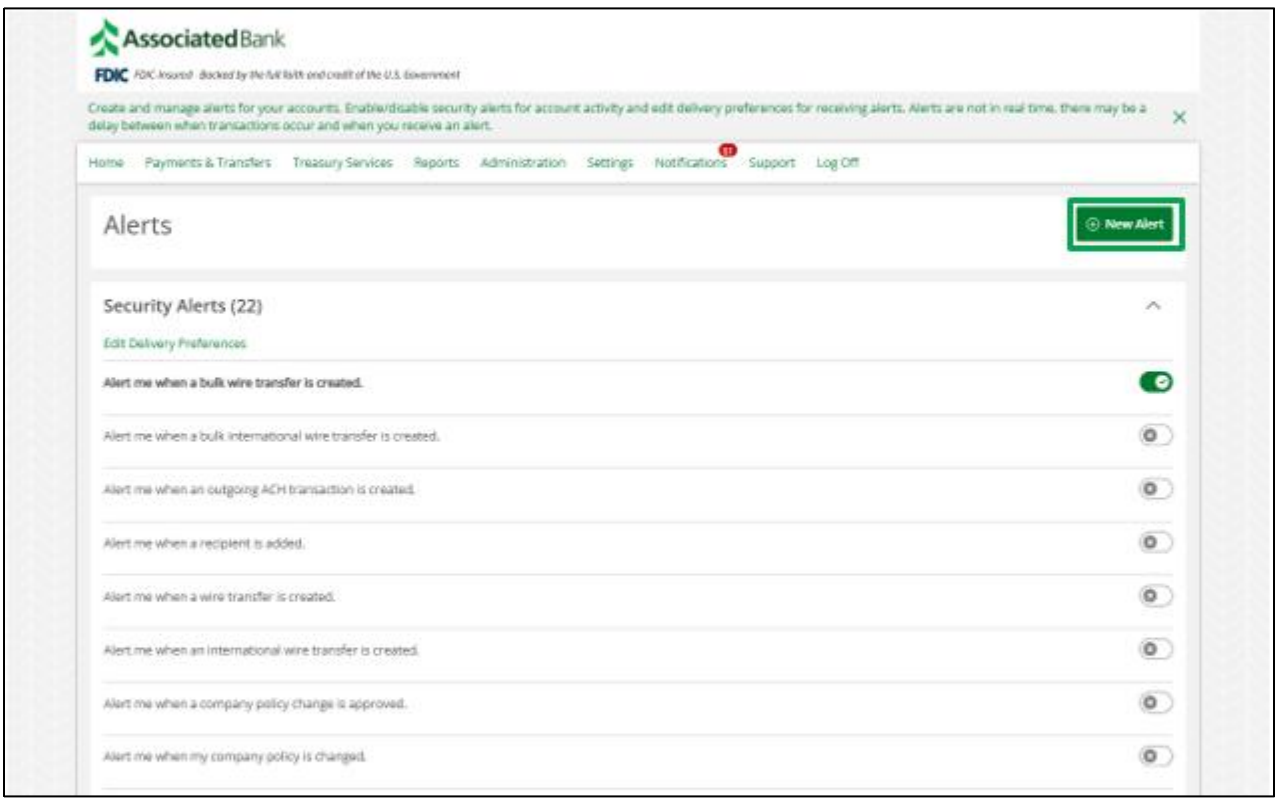
Alert Name	Description	Pros for End User	Cons for End User	Recommendation
Last Reoccurring Instance Created	Alert me when the last instance of a reoccurring payment is created	Notifies users that a recurring payment series is ending, allowing them to take action if continuation is needed	Limited actionability if user is not responsible for managing recurring payments; may be overlooked or contribute to alert fatigue	Enable - If you manage recurring payments
Domestic Wire Transfer Created	Alert when a domestic wire transfer is created within "Make a payment" under Payments & Transfers".	Enables confirmation of payments they initiated or are responsible for	Not actionable for some users; high frequency alerting may lead to alert fatigue	Enable - If you create domestic wires
International Wire Transfer Created	International wire transfer is created within "Make a payment" under Payments & Transfers".	Enables confirmation of payments they initiated or are responsible for	Not actionable for some users; high frequency alerting may lead to alert fatigue	Enable - If you create international wires
Bulk Domestic Wire Transfer Created	Bulk domestic wire transfer is created within "Make a payment" under Payments & Transfers".	Enables confirmation of payments they initiated or are responsible for	Not actionable for some users; high frequency alerting may lead to alert fatigue	Enable - If you create bulk domestic wires

Alert Name	Description	Pros for End User	Cons for End User	Recommendation
Bulk International Wire Transfer Created	User role is updated within the "Manage user roles" tile under Administration.	Enables confirmation of payments they initiated or are responsible for	Not actionable for some users; high frequency alerting may lead to alert fatigue	Enable - If you create bulk international wires

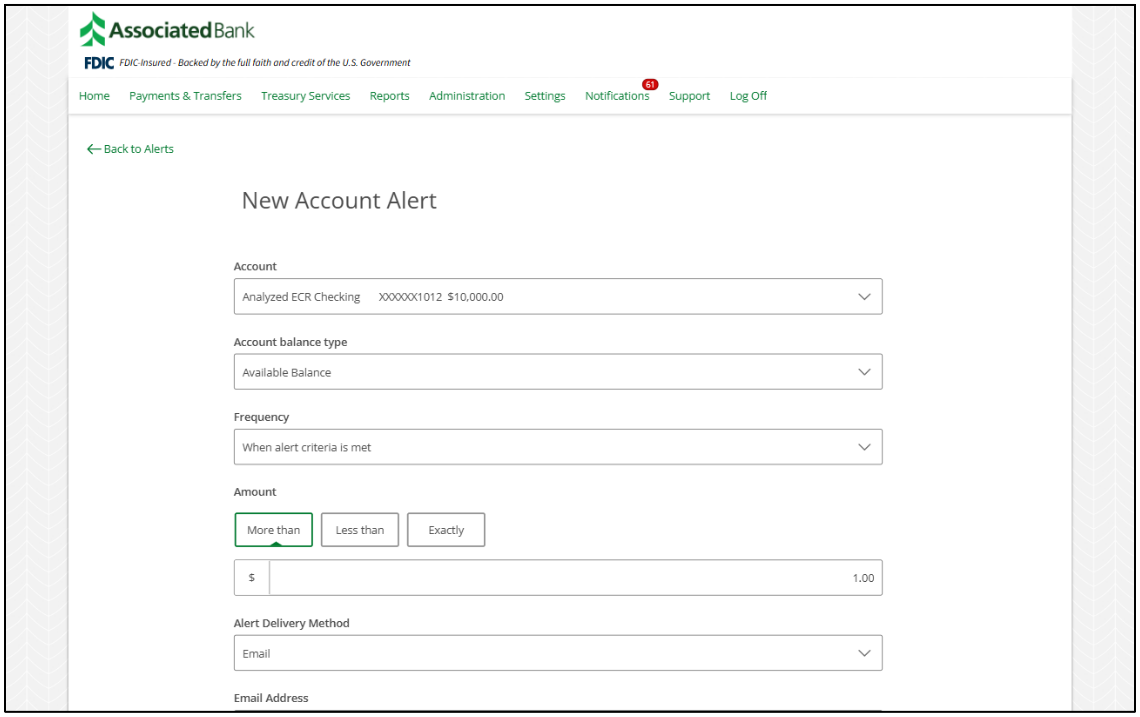
Note: *When accessing Manage Alerts for the first time, system generated security alerts are defaulted off.*

Creating Custom Alerts

To create a custom alert, select **Add New Alert** at the top of the **Manage Alerts** page. Select the alert type you'd like to create. Multiple alert types are available, including account history, non-online and online transaction alerts. Complete the required alert settings and save the alert.



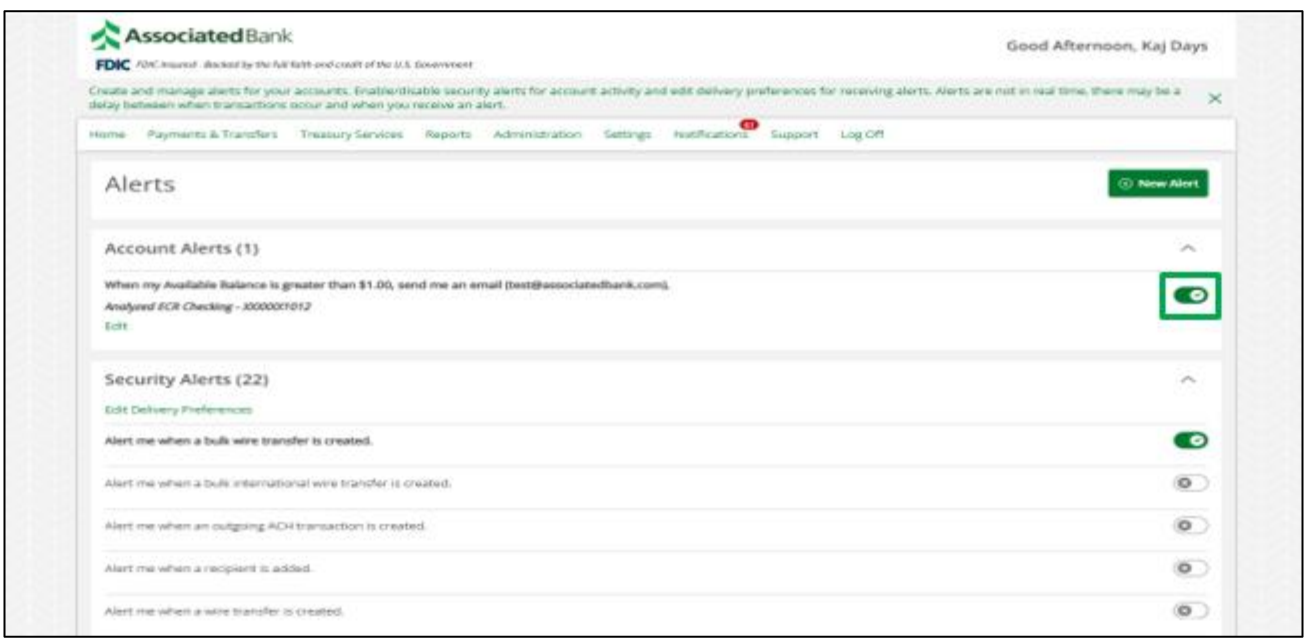
For account alerts, you'll be prompted to select the account to monitor, define the delivery frequency and set any applicable criteria such as threshold, amounts and conditions. You can select to receive the alert via email and/or SMS.



Best practice: *It's recommended to use email or SMS alert delivery. Alerts sent only to the Secure Notification mailbox may not be reviewed immediately.*

Managing Existing Alerts

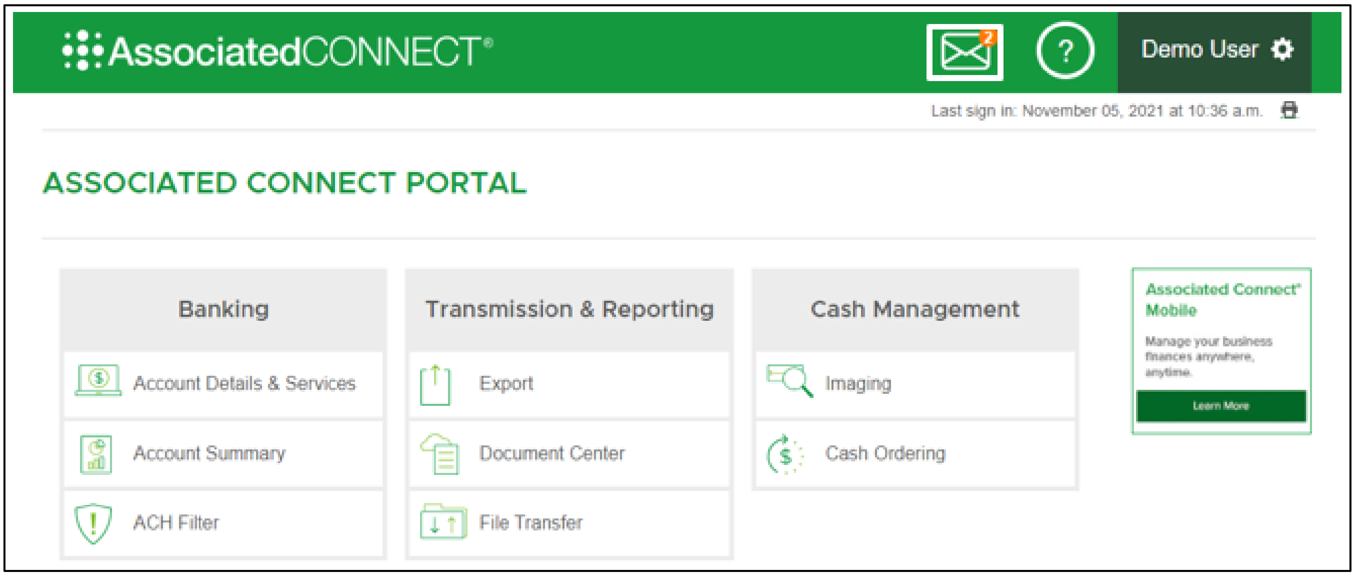
Existing alerts are displayed at the top of the **Manage Alerts** page. Use the toggle control to turn alerts on or off as needed.



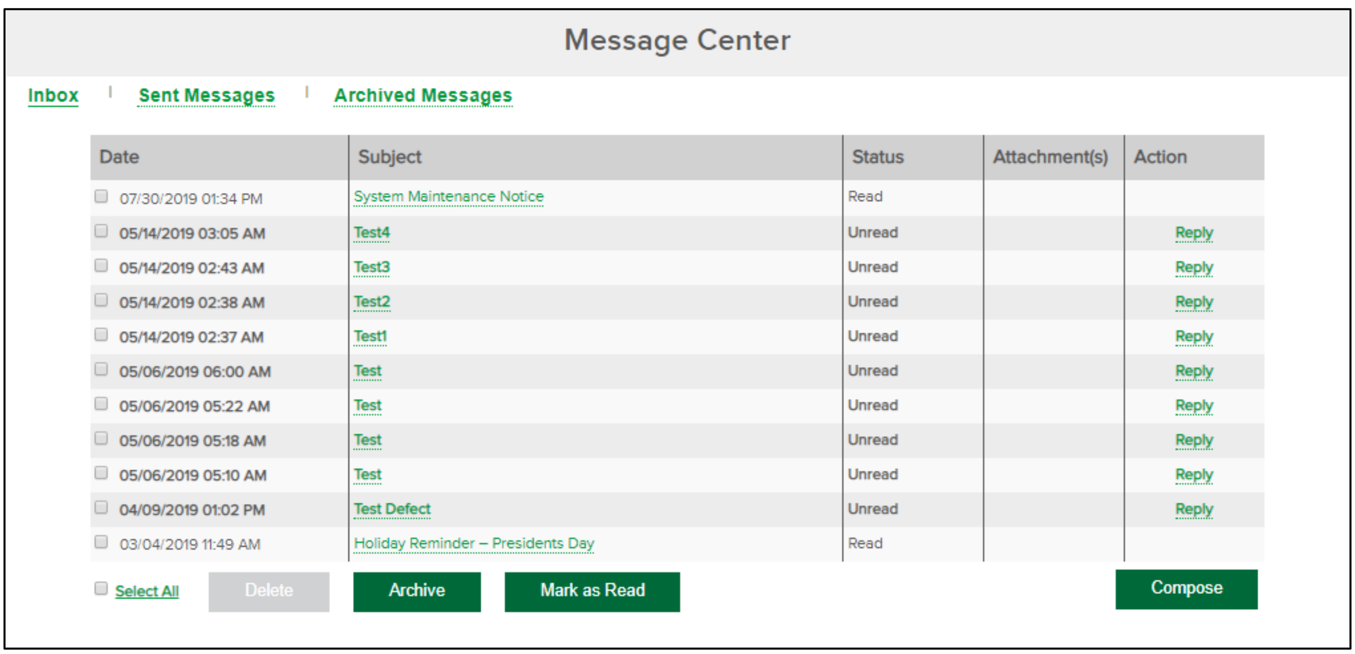
Secure Messages

Messages can be securely sent to and received from Associated Bank through the Associated Connect portal.

To access Secure Messages, select the envelope icon in the top right-hand corner of the portal.



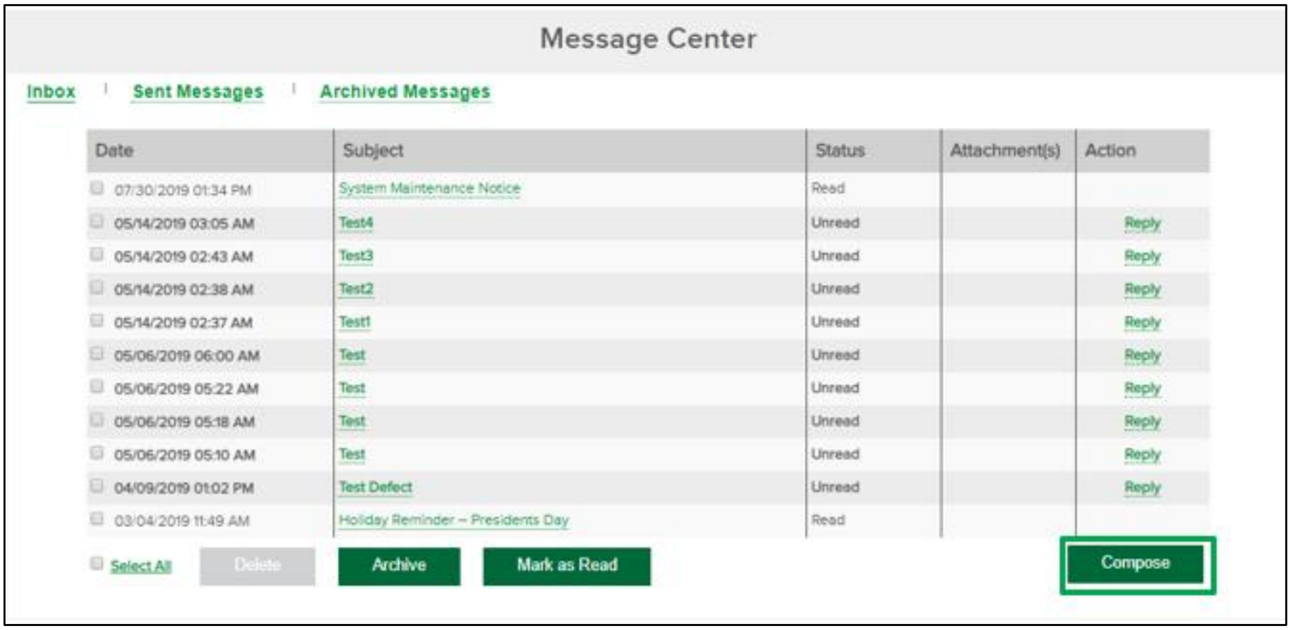
Your **Message Center** inbox will be shown.



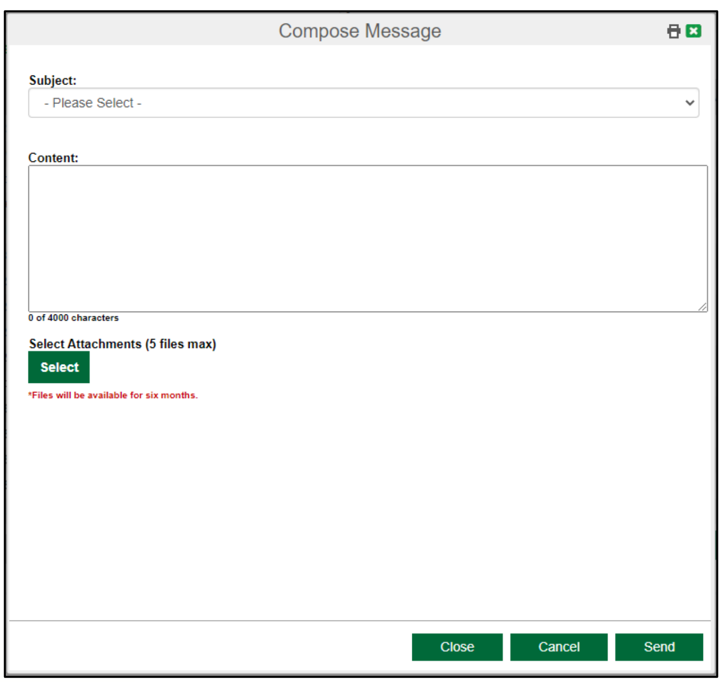
Messages can be sorted by date, subject or status by selecting the column header.

Date	Subject	Status	Attachment(s)	Action

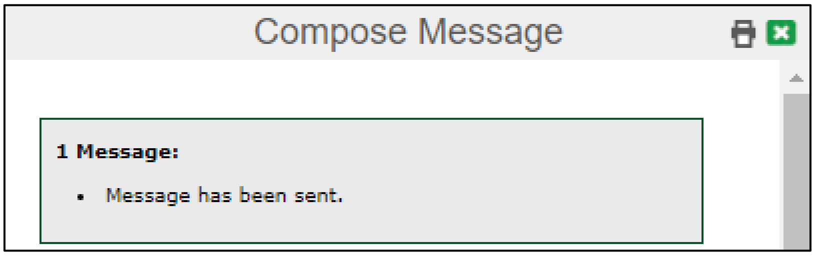
To send a secure message to Associated Bank, select **Compose**.



Select a **Subject** for your message from the dropdown. Provide any additional details needed in the **Content** section or attach files for reference (CSV, Text, or PDF only). Once your message is complete, select **Send**.

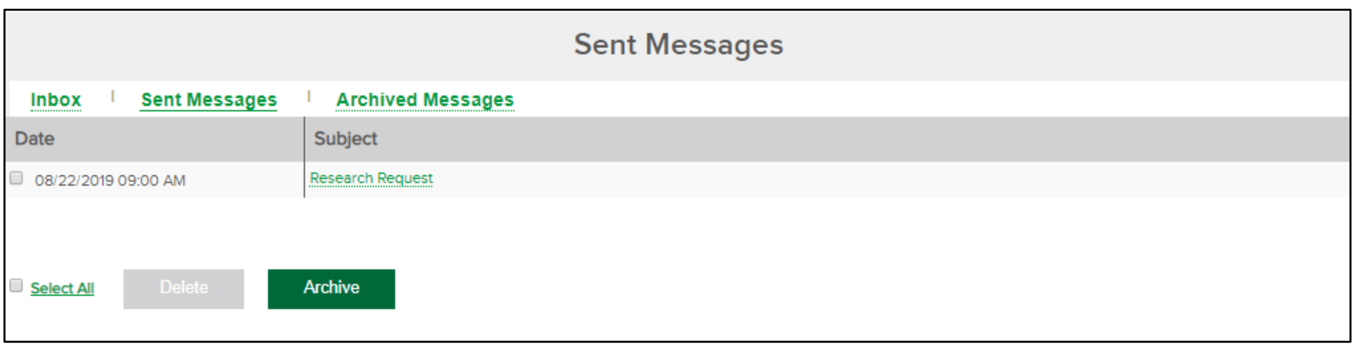


Your message will be sent.



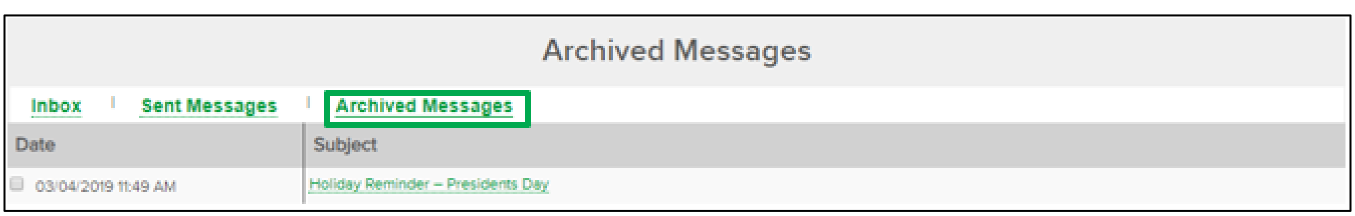
To view your sent messages, select **Sent Messages**.

Your **Sent Messages** will be shown.



You can archive messages that you may need to review in the future. To archive a message, select the checkbox next to the message you'd like to archive then select **Archive**.

Your message will now be available for you in the **Archive Messages** section.



To delete a message, check the box next to the message and select **Delete**.