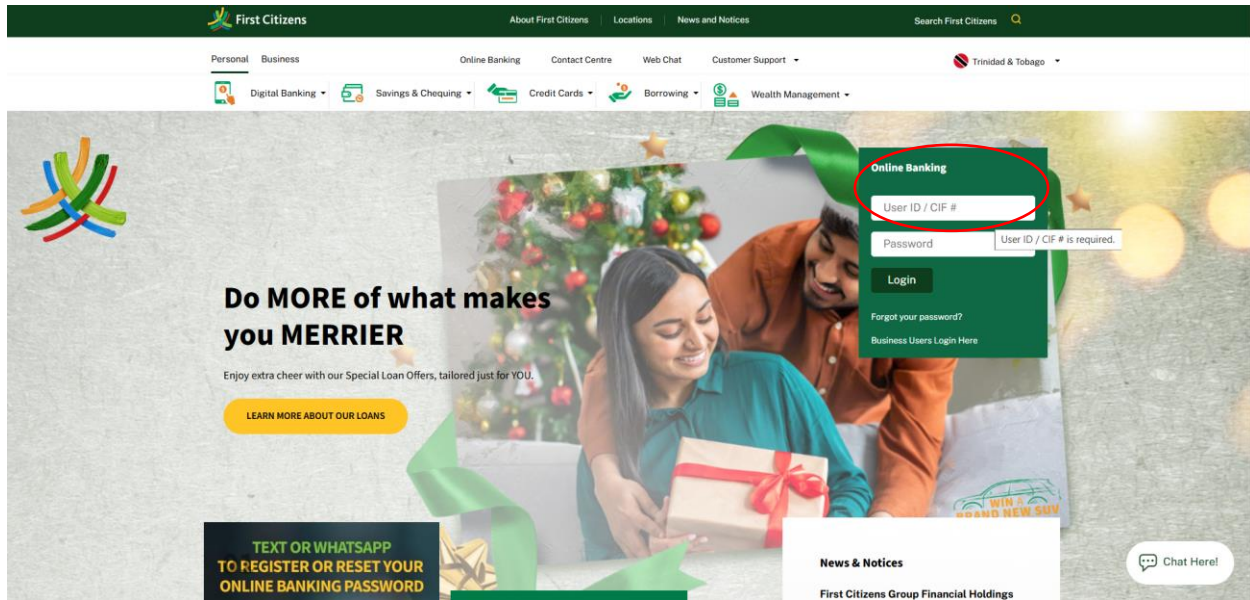


Welcome to First Citizens Online Banking

Follow the steps below to amend a Payee

1. Log into your Online Banking account from <https://www.firstcitizensgroup.com>
Enter your **User ID and password**. Remember your **User ID** is the same as your *Customer Information File (CIF) number*



2. Select the "My Payments" tab

The screenshot shows the First Citizens Bank online banking dashboard. The browser address bar displays the URL: `firstcitizenstt.net/customerDashboard.do?16b6ea11e8d9a691a4c7140b2b9efff65e8e913fdb1b0f1247c6d2c49d1fd66f=deab2b6ec0b5fb109bebaaa2e14b29b3&16b...`. The navigation menu includes: Logout, About Us, Help, Customer Service, Mobile Banking, My Home, My Services, My Messages, My Calendar, Transfer Funds, My Payments (circled in red), Open Accounts, and My Investments. The main content area features a "Good Afternoon Online Banking & Telebanking Test" header, a last login timestamp of "Monday 20 January 2020 at 8:36 am", and links for "Customize This Page" and "Show Protected Data". Below this, there are two panels: "Accounts" and "Transactions".

Accounts		
Deposit Accounts		
Account	Available	Current
Statement Savings - ***5808	\$11.00	\$11.00

Transactions			
Date	Account	Description	Amount
2020-01-07	***5808	Deposit	\$1.00


3. Select "Manage Payees" from the drop-down menu A list of the Payees will be displayed

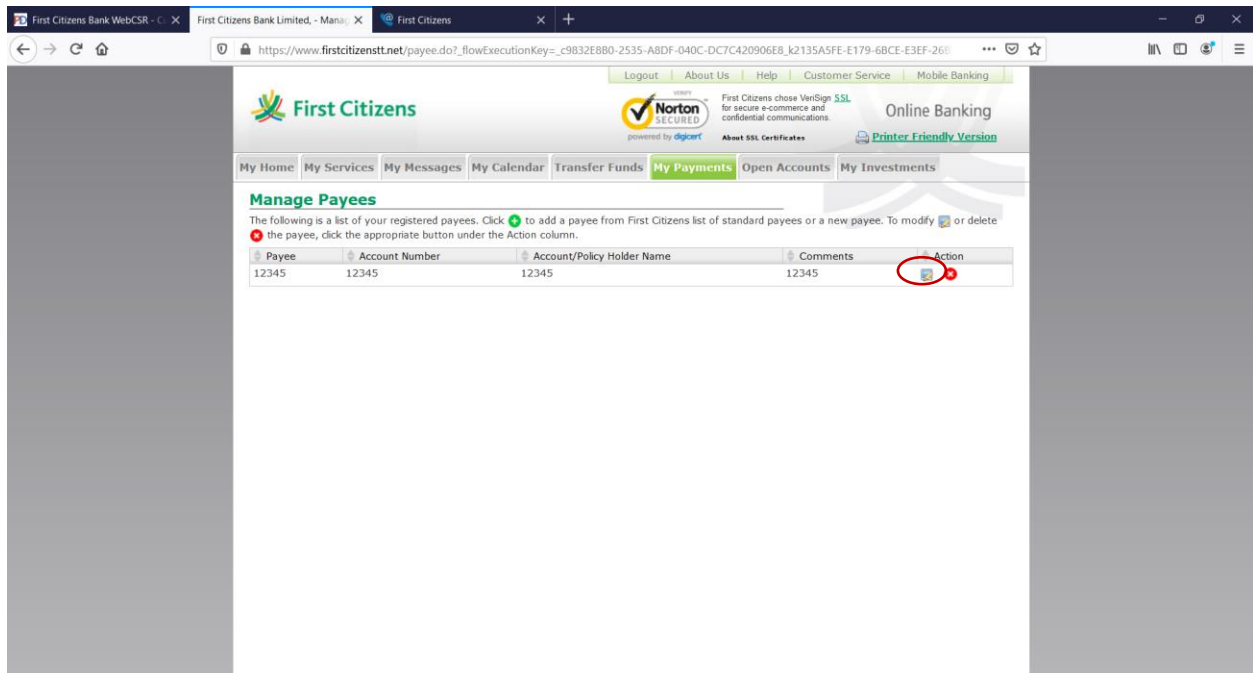
The screenshot shows the First Citizens Bank online banking dashboard with the "My Payments" tab selected. The browser address bar displays the URL: `firstcitizenstt.net/customerDashboard.do?16b6ea11e8d9a691a4c7140b2b9efff65e8e913fdb1b0f1247c6d2c49d1fd66f=bc0b97aaaca21af3649851d2c40b85d`. The navigation menu includes: Logout, About Us, Help, Customer Service, Mobile Banking, My Home, My Services, My Messages, My Calendar, Transfer Funds, My Payments (with a dropdown menu open), Open Accounts, and My Investments. The dropdown menu under "My Payments" is open, showing options: Manage Payees (circled in red), Payments, Standard Payee Payments, Custom Payee Payments, and Pending Payments. The main content area features a "Good Afternoon Online Banking & Telebanking Test" header, a last login timestamp of "Monday 20 January 2020 at 8:36 am", and links for "Customize This Page" and "Show Protected Data". Below this, there are two panels: "Accounts" and "Transactions".

Accounts		
Deposit Accounts		
Account	Available	Current
Statement Savings - ***5808	\$11.00	\$11.00

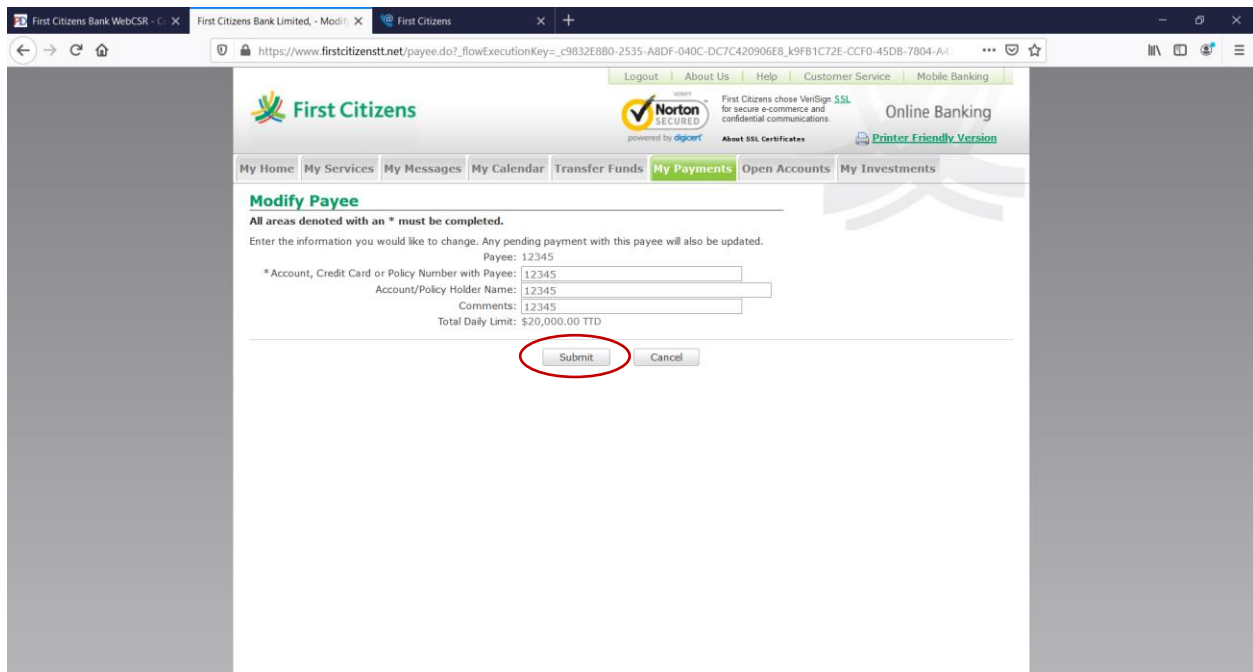
Transactions			
Date	Account	Description	Amount
2020-01-07	***5808	Deposit	\$1.00

<https://www.firstcitizenstt.net/payee.do?16b6ea11e8d9a691a4c7140b2b9efff65e8e913fdb1b0f1247c6d2c49d1fd66f=af8c85450e47e9c7b88651ed98de565b>

4. To amend a “Payee”, click the edit icon  to change details of your listed payee

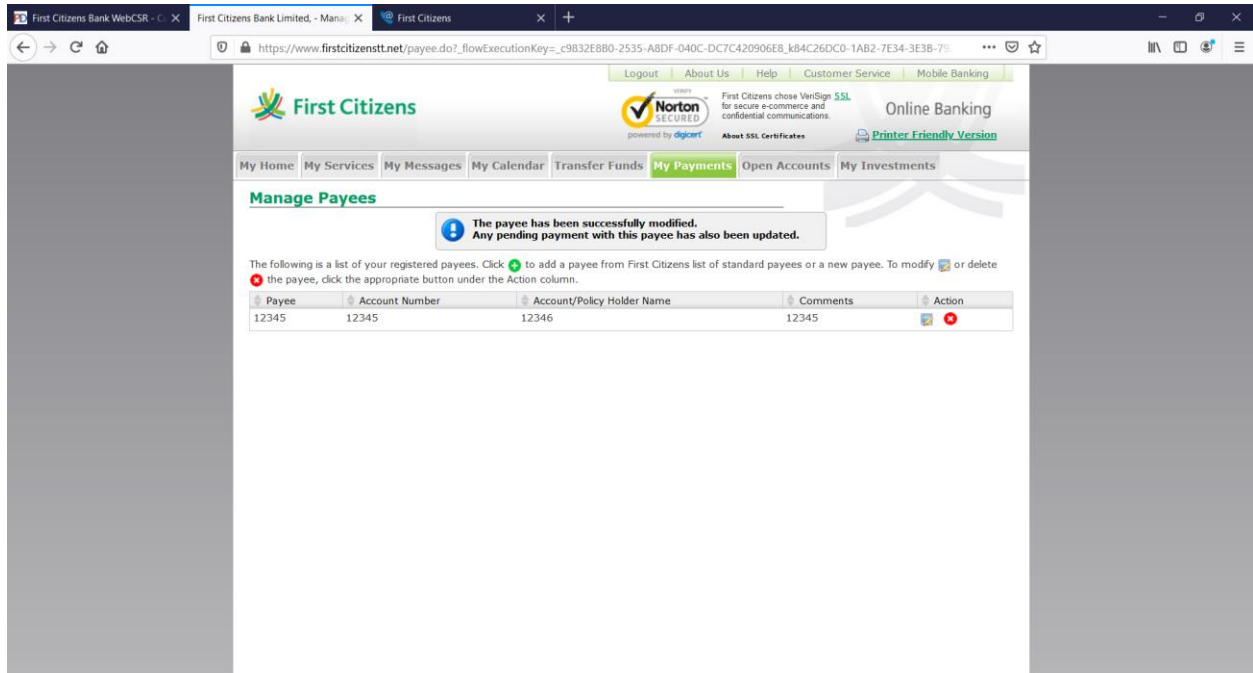


5. Enter changes, then click “Submit”



Once successfully amended/updated, a message will appear on your screen stating “The payee has been successfully modified. Any pending payments with this payee has also been updated”

6. Once the “Payee” was successfully amended/updated, all pending payment(s) to the payee will also be updated



You may now proceed to make payments to the amended payee

For any concerns or queries, kindly:

- Send us a Secure Message or
- Email at channelsupport@firstcitizenstt.com or
- Chat with us via our **Web Chat** service available every day from 6am to 10pm.