

SUPPORT USER GUIDE

At First Internet Bank, our goal is to make your online business banking simple. We hope you will find these instruction materials useful as you begin taking advantage of our online business banking capabilities.



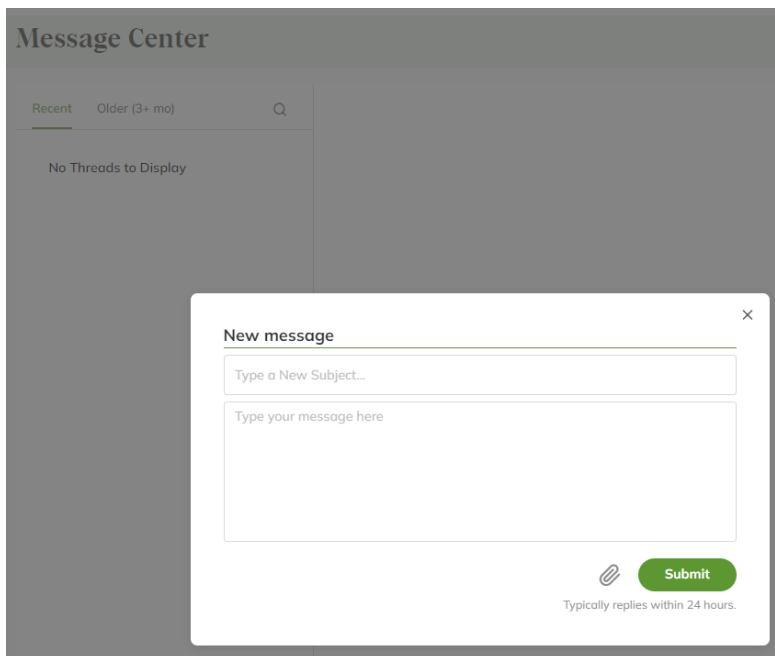
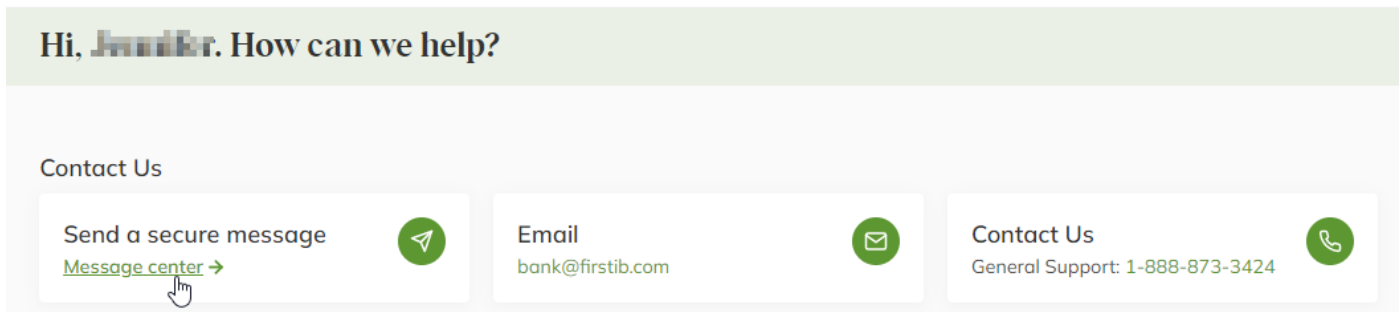
SUPPORT USER GUIDE

The Support tab provides access to First Internet Bank Customer Service. You'll be able to send a message, email or choose to make a phone call. This is a quick and easy solution if you have any issues, questions and/or concerns regarding your account.

You may also see:

- **FAQs and quick links to change login info**
- **Dispute a transaction**
- **Report a lost card**

To securely send a message, select the first box, titled "Send a secure message".



Within the link, you can create a new message, view past messages and communicate with First Internet Bank.

SECURE MESSAGE:

You'll have the ability to leave a detailed message and attachments if needed, then click "Submit".

EMAIL:

Selecting the email option will open the user's default email setup and allow the user to send an email to our Relationship Bankers.

bank@firstib.com

PHONE:

The phone number to reach First Internet Bank is also listed here for you to call.

1-888-873-3424

QUICK LINKS:

The quick links will come in handy if you need to change login info, dispute a transaction and/or report a lost card.

- When selecting “Change my login info”, it will redirect you to the Settings page, where you can make changes. View “Settings user guide” to see directions on changing login info.
- When selecting “Dispute a transaction” or “Report a lost card”, it will redirect you to create a secure message where you can draft a message detailing the issue you’re having. Once the message has been sent, it will store in this message center, where you may view the response. An email is also generated to notify you when a response has been sent.

Quick links

[Change my login info](#)

[Dispute a transaction](#)

[Report a lost card](#)

Message Center

[+ New Message](#)

[Recent](#)

[Older \(3+ mo\)](#)

