

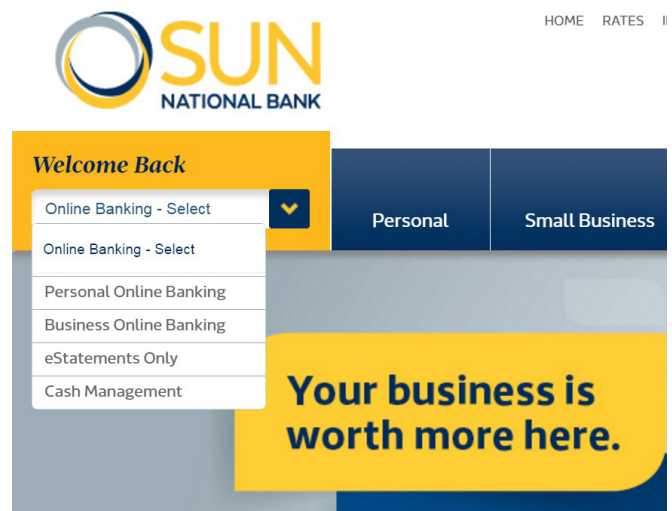
Logging In (Desktop)

Beginning Nov. 14, 2016, you will continue to access Sun National Bank's Business Online Banking through the login at sunnationalbank.com. How you access the login box has not changed.

Note: If you have bookmarked the current Business Online Banking login page, the link will no longer be valid.

Information on how to log in will be emailed to you on Nov. 2:

- Use the Company ID
- Use the Login ID
(remove any punctuation/special characters)
- Use the temporary password



Having trouble logging in to Business Online Banking?

Please review this list of common questions for a possible solution:

- **Incorrect Login ID:** Your Login ID is the same as your current Online Banking Login ID. However you will need to remove any punctuation/special characters. (Ex: Current Login ID "Joe.Customer" becomes "JoeCustomer.")
- **Temporary Lock Out:** If you enter your password incorrectly three times, you will be temporarily locked out of the Business Online Banking system. Please contact your company administrator, call Cash Management Services at 866.786.5990, or contact the Customer Contact Center at 800.SUN.9066, ContactUs@sunnb.com to reset your password.
- **Changing Your Password:** When you are prompted to change your password, you are asked to enter your old password and create a new password. Your "old password" is the temporary password. Passwords are case sensitive. They must be 8-12 characters, and a combination of letters and numbers.
- **Out-of-Band Authentication:** Only phone numbers we have on file will be displayed on the screen to prompt the One-Time Security Code. Please call the Customer Contact Center at 800.SUN.9066 if a valid phone number is not displayed or is incorrect. If you have Cash Management Services, please call 866.786.5990.

sunnationalbank.com

