CROSSFIRST
BANK®

Digital Banking User Guide

Consumer and Basic Business Clients

Version 1.1

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Getting Started

Welcome to digital banking with CrossFirst Bank! Whether you are using a mobile phone, tablet, or personal computer, we strive to make your online banking experience easy and convenient.

You can navigate this guide by clicking a topic or feature in the Table of Contents. Each section provides an overview and steps to help you during the online banking process. If you have additional questions, please contact our Client Care team at 844-261-2548.

System and Browser Requirements

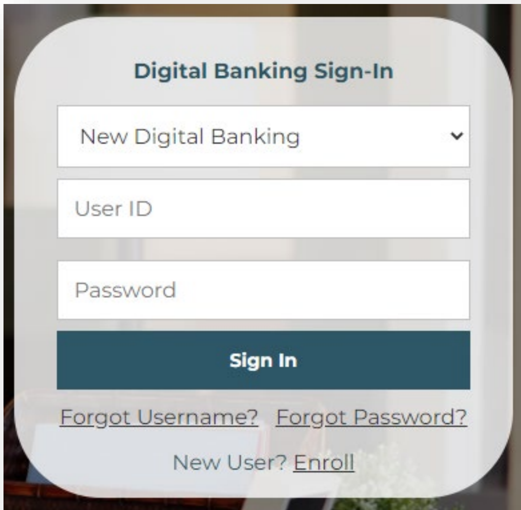
Digital banking is built to support a wide range of computers and mobile devices. Minimum requirements to use online banking include:

- For desktop computers, Microsoft Windows 10 or Mac OS X 10.10 with a supported PC or Mac.
- Supported browsers for desktop computers include the current and previous two versions of Google Chrome, Mozilla Firefox, Microsoft Edge and Safari.
- The mobile app requires Android 5.x and later or iOS 10.x and later.
- Fingerprint login is only supported on eligible Android devices. Touch Authentication is only available on eligible Apple iOS devices.
- Mobile deposit requires a mobile device with a rear-facing camera with a 5 megapixel or higher resolution.

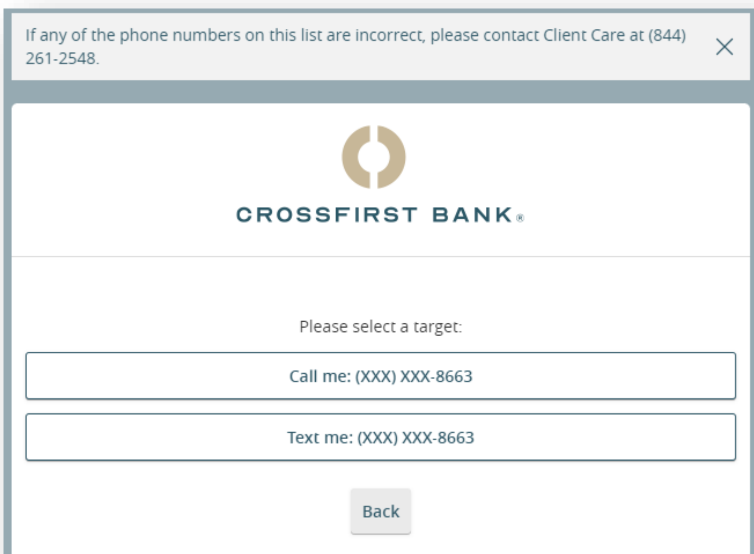
First Time Log In

Logging in requires your user ID and password. The first time you log in you'll also need to register your device by requesting a Secure Access Code (SAC).

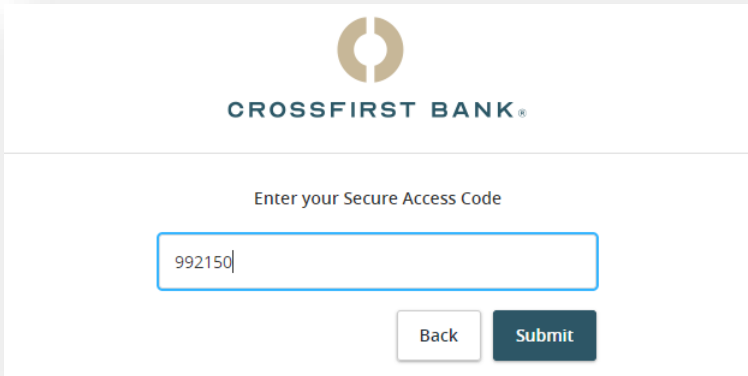
- Navigate to www.crossfirstbank.com and under Digital Banking Sign-In select: **NEW Digital Banking.**
- Enter your User ID and password. Click the **Sign In** button.



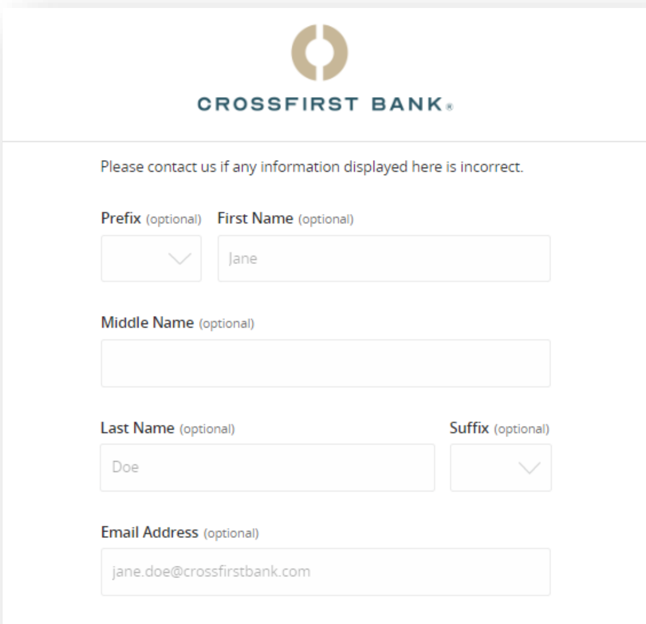
- Select the method in which to receive your Secure Access Code (SAC).



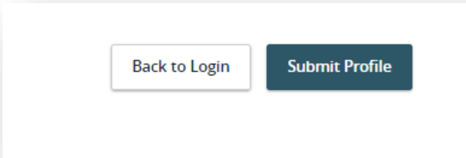
- You will receive a call or text with a six-digit SAC. Enter the SAC into the box and select **Submit**.

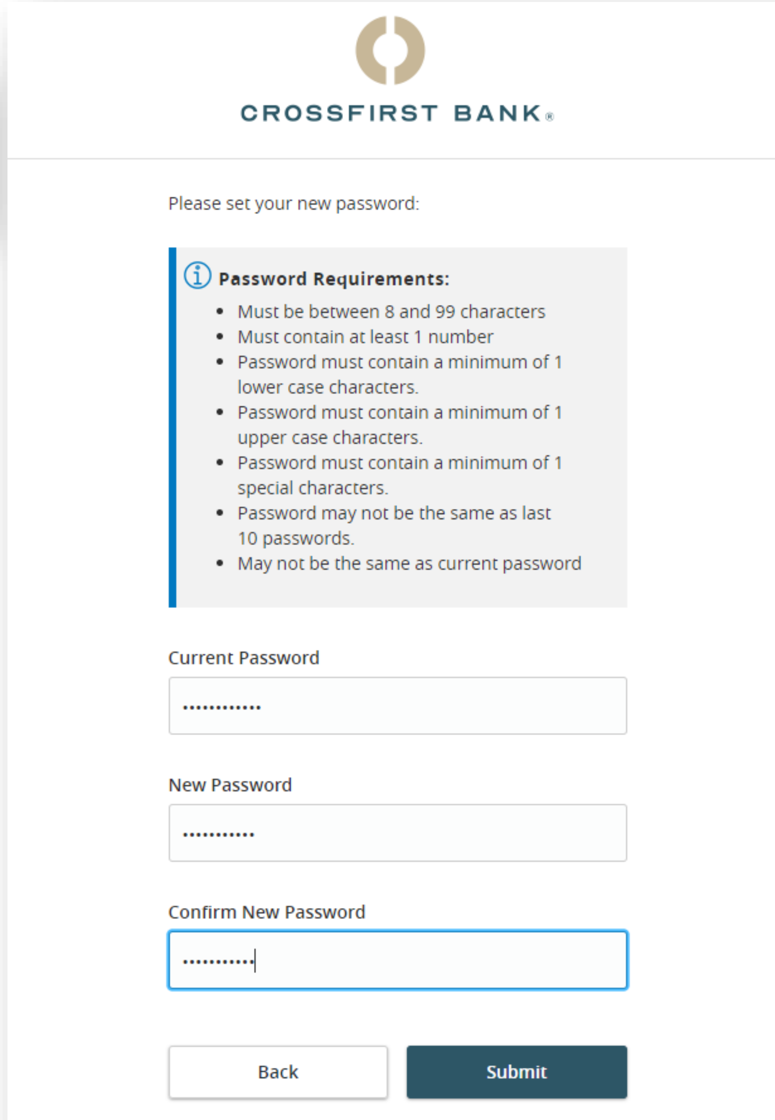


- Review your personal details. Please note, the information on this page cannot be edited. Please contact Client Care if you need to make changes to any of these details.



- After reviewing, select **Submit Profile.**



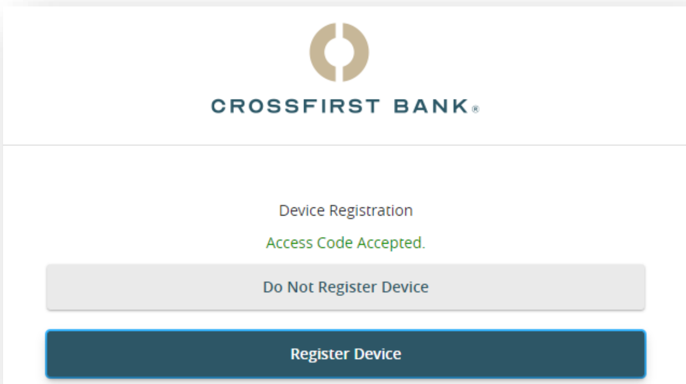


- You will be prompted to create a new password that you will use to log into digital banking going forward. In the **Current Password** field enter the current password you normally use to log into online banking. In the **New Password** and **Confirm New Password** fields enter a new password based on the requirements, and select **Submit**.

- Select **Register Device** if you are logging in from a personal device. You should not register the device if it's a shared or public browser.

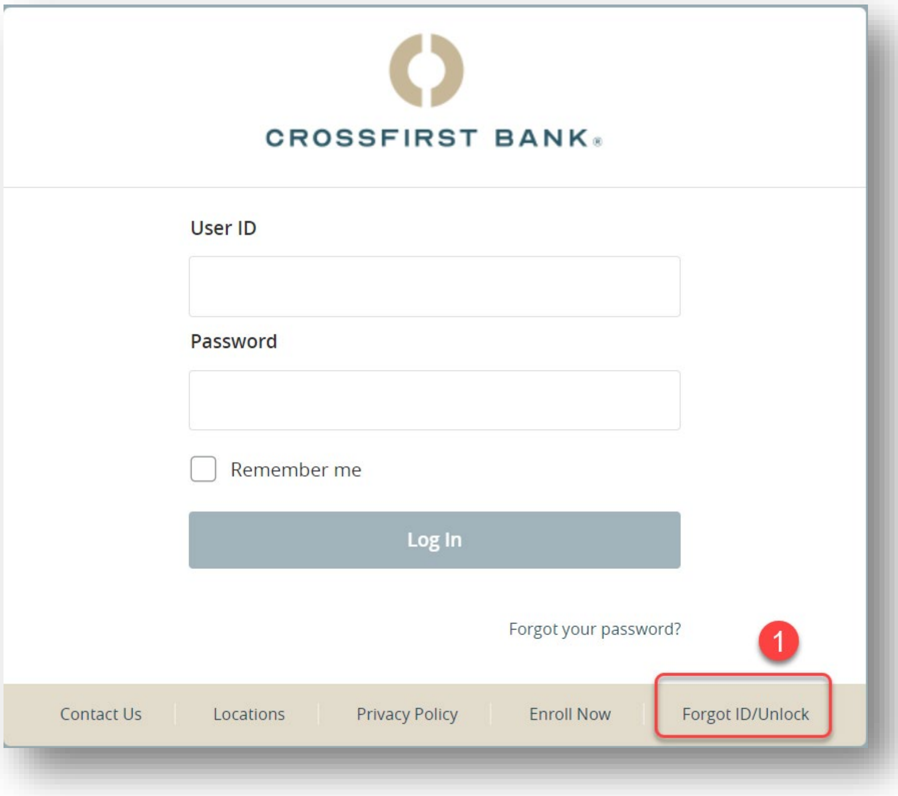
Self Service for Log In Issues

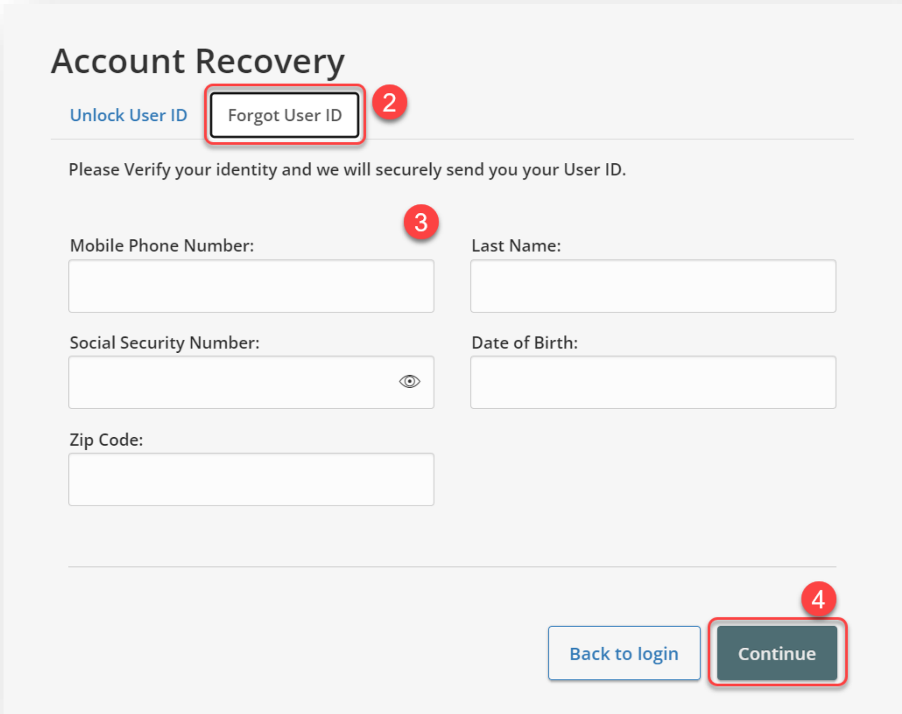
If you forgot your password, user ID or are locked out of digital banking, self-service features are available for you to conveniently and securely regain access.

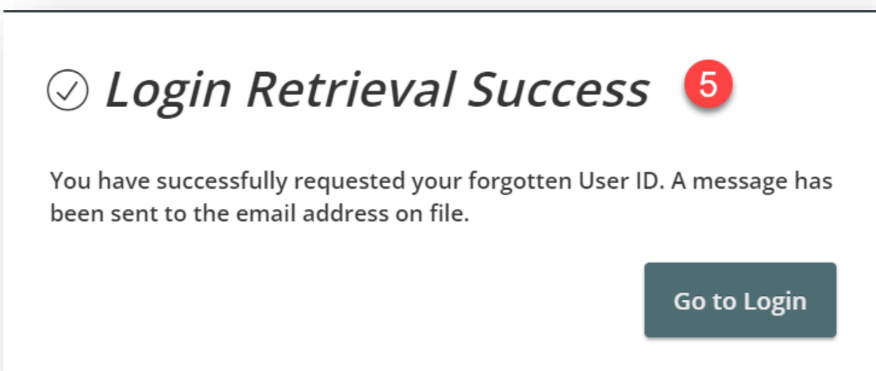


Forgot User ID

Forgot your user ID? You can request the ID by completing the following steps.



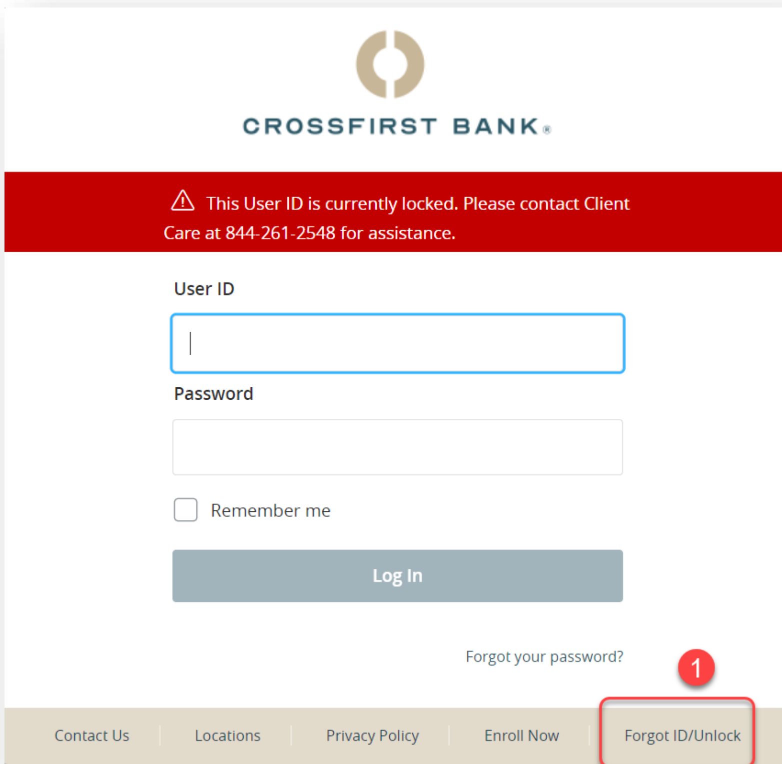


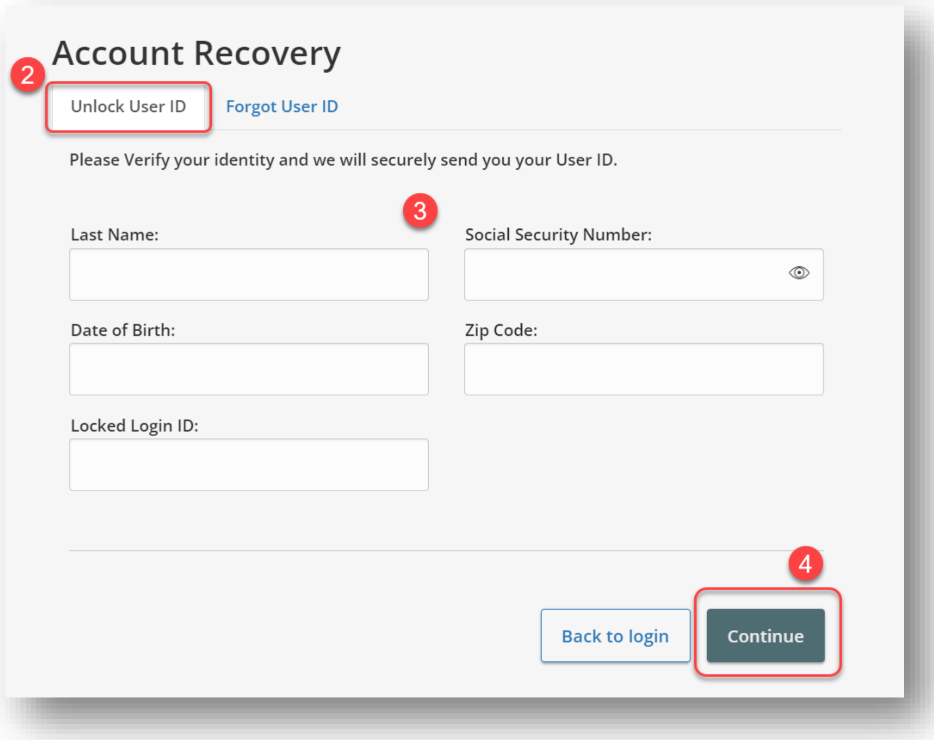


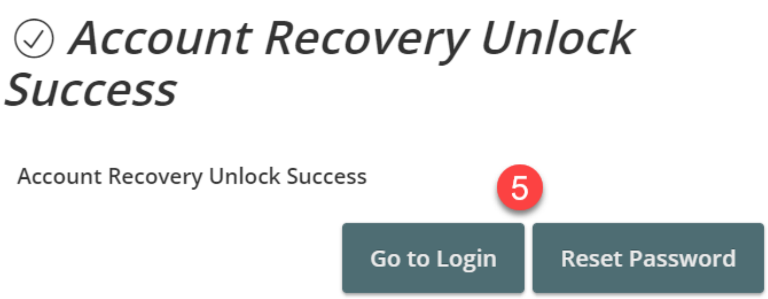
1. Select the **Forgot ID/Unlock** button on the login screen.
2. Click the **Forgot User ID** tab.
3. Enter your information in the fields provided.
4. Click **Continue**
5. You'll see a confirmation message that the user ID retrieval was successful and can click the **Go to Login** button. You'll receive an email to your email address on file with your user ID.

Unlock Your User ID

If you enter your password incorrectly your user ID will be locked out of digital banking on the fourth invalid attempt. If this occurs, you will see a message advising you that you have been locked out. You can unlock your user ID by following these steps.





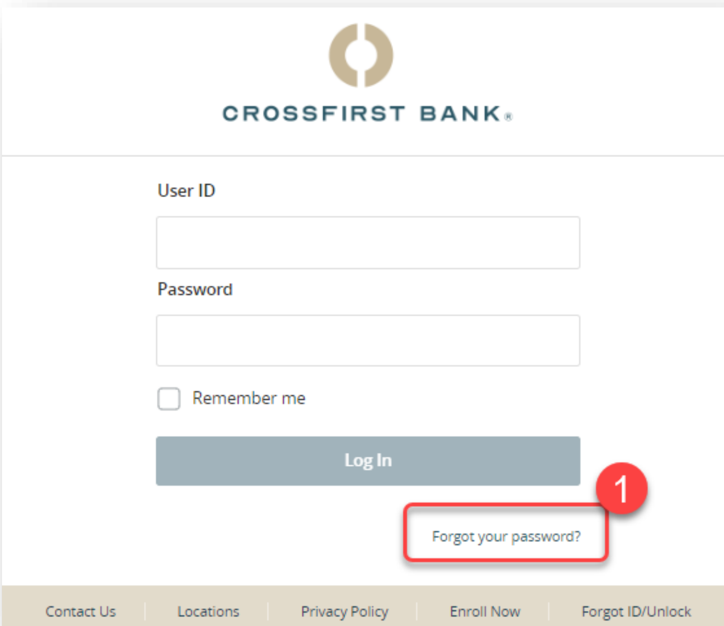


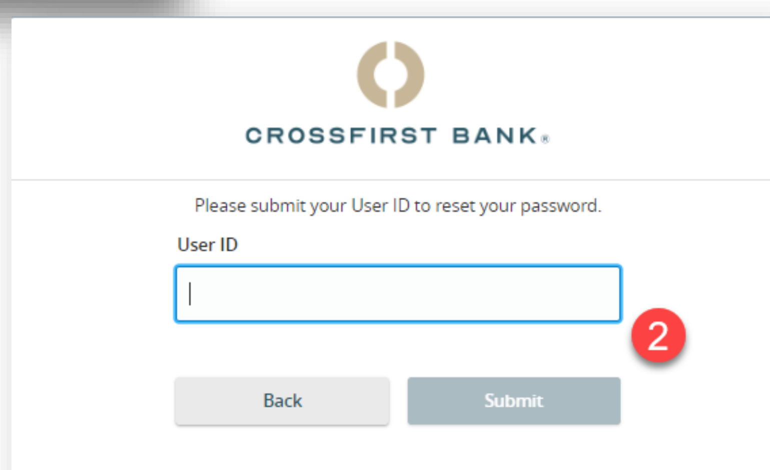
1. Select the **Forgot ID/Unlock** button on the login screen.
2. Click the **Unlock User ID** tab.
3. Enter your information in the fields provided.
4. Click the **Continue** button.
5. You'll see a message that the unlock was successful. You can then either click the **Go to Login** button to attempt the login again. If you forgot your password, click the **Reset Password** button.

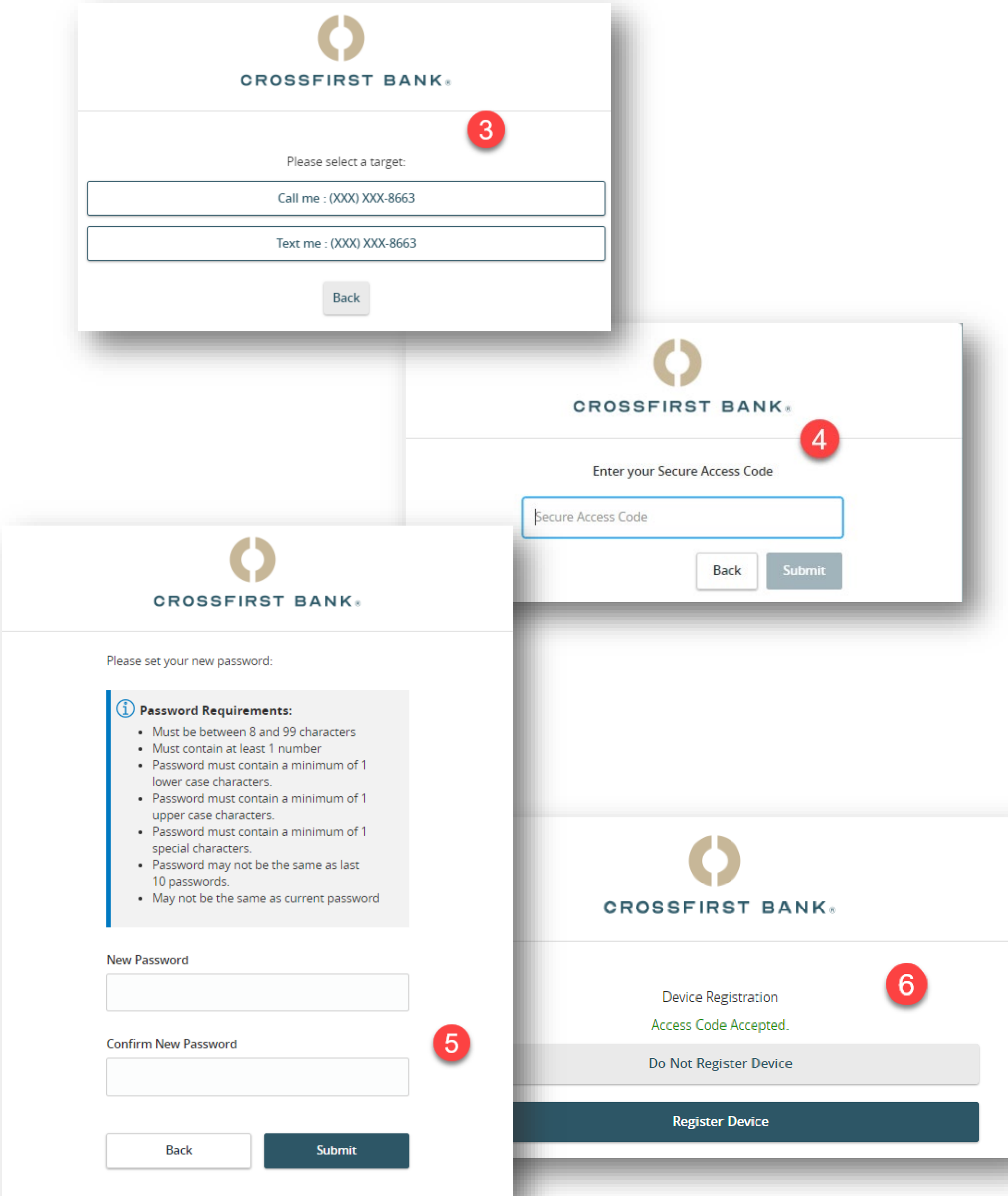
Password Reset

Forgot your password? You can conveniently reset your password from the login screen. Follow the steps listed below.

1. Select the **Forgot your password** button on the login screen.
2. Enter your user ID and click the **Submit** button.
3. Select the method in which you will receive your secure access code (SAC).
4. You'll receive a call or text with a six digit SAC. Enter it in the SAC field.
5. Create a new password that meets the listed password requirements and click the **Submit** button.
6. Select to register your device if you are logging in on a personal device. You will then be successfully logged in.



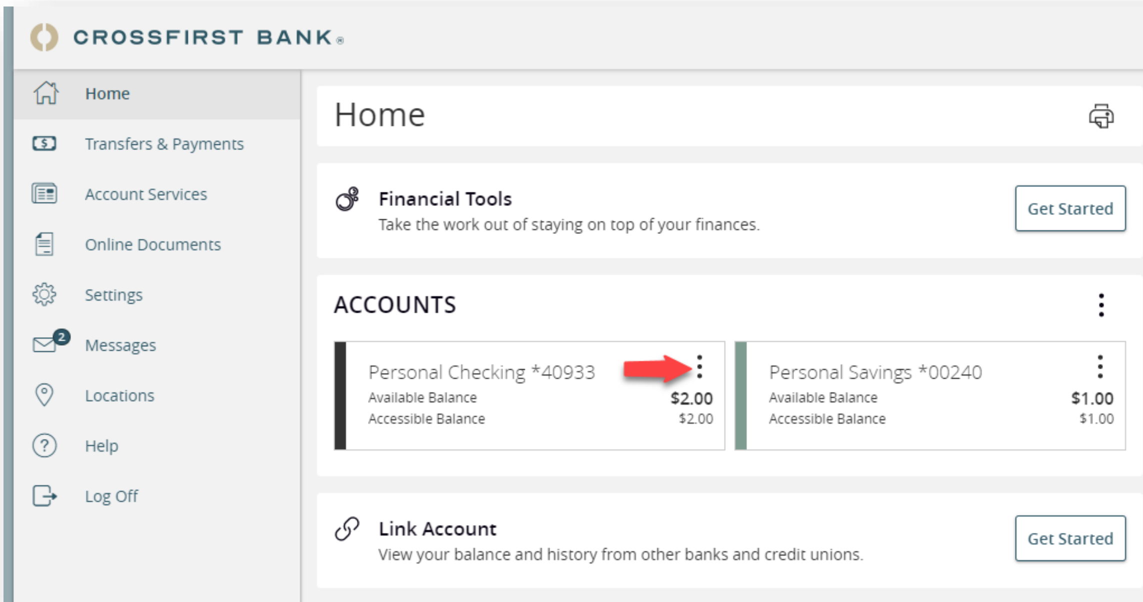



CROSSFIRST BANK
3
Please select a target:
Call me : (XXX) XXX-8663
Text me : (XXX) XXX-8663
Back
CROSSFIRST BANK
4
Enter your Secure Access Code
Secure Access Code
Back
Submit
CROSSFIRST BANK
Please set your new password:
Password Requirements:
Must be between 8 and 99 characters
Must contain at least 1 number
Password must contain a minimum of 1 lower case characters.
Password must contain a minimum of 1 upper case characters.
Password must contain a minimum of 1 special characters.
Password may not be the same as last 10 passwords.
May not be the same as current password
New Password
Confirm New Password
5
Back
Submit
CROSSFIRST BANK
6
Device Registration
Access Code Accepted.
Do Not Register Device
Register Device

Home Page

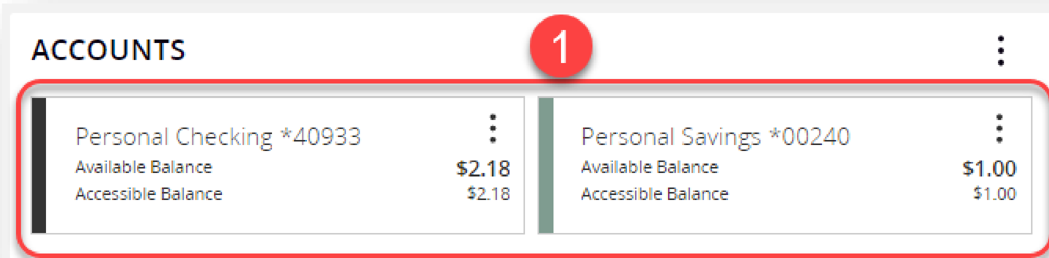
After logging in, you are taken directly to the Home Page. Here you can view the balances in your accounts, see your account summaries, and more.

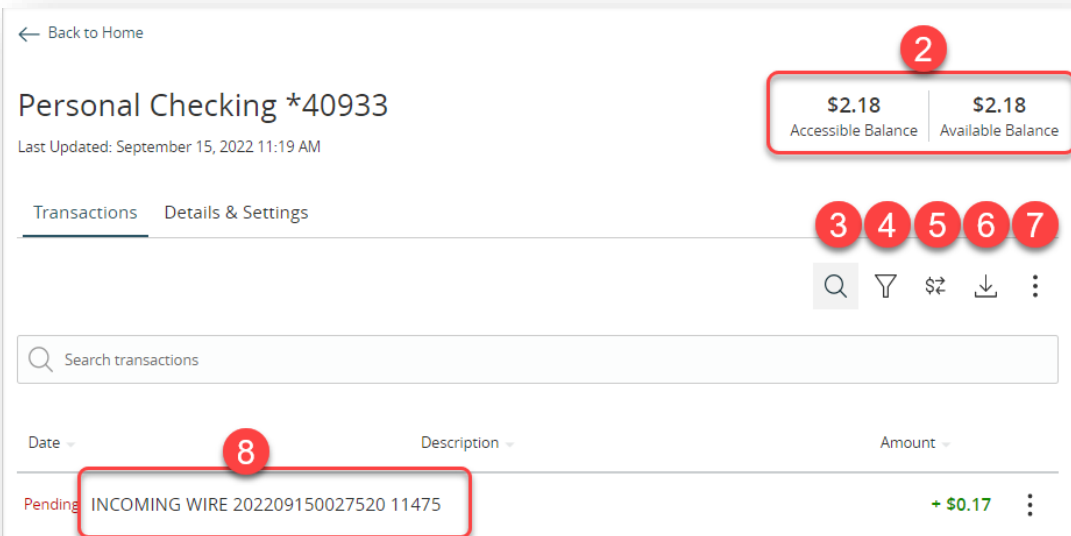
- When you click an account name, you are taken to the **Account Details** page. You can also click the ⋮ icon on the right side of an account card, and select **View Activity** for more details.



Account Details Overview

Selecting an account on the Home Page takes you to the Account Details page, where you can view each transaction pertaining to that account. View details such as type of transaction, check images and account balances.



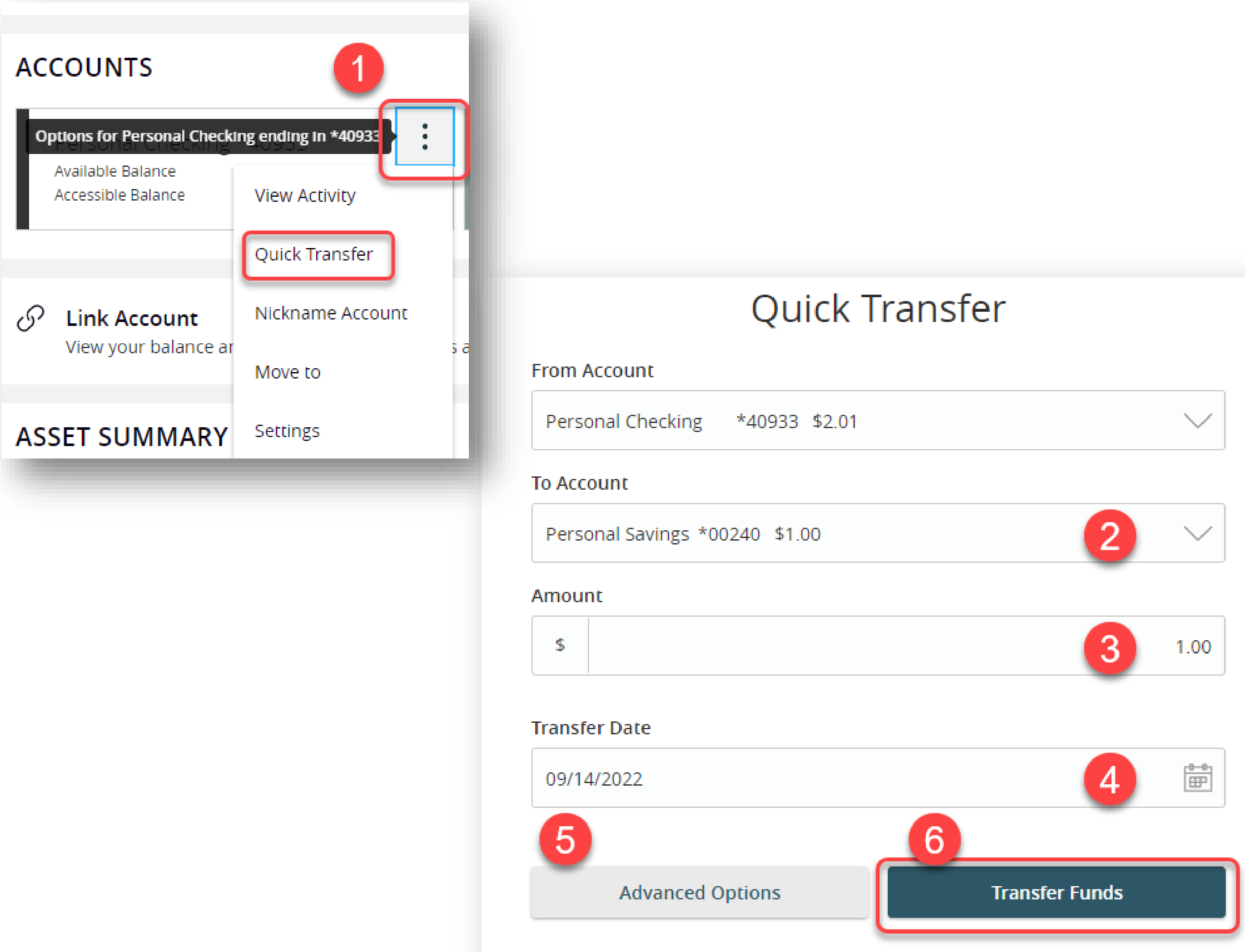


1. On the Home Page, click on an account name to view the Account Details screen.
2. The accessible and available balances of that account are displayed in the top right corner.
3. The icon opens the search bar to find transactions associated with that account.
4. Transactions can be sorted by time, type, amount, or check number. Click the icon for more options.
5. Make a quick transfer by clicking the icon.
6. Download or export your transactions into a different format by clicking the icon.
7. The icon lets you send a secure message to Client Care or print a list of transactions.

8. View more details about a transaction by clicking on it.

Quick Transfer

You can make a quick transfer directly from your accounts displayed on the home page.

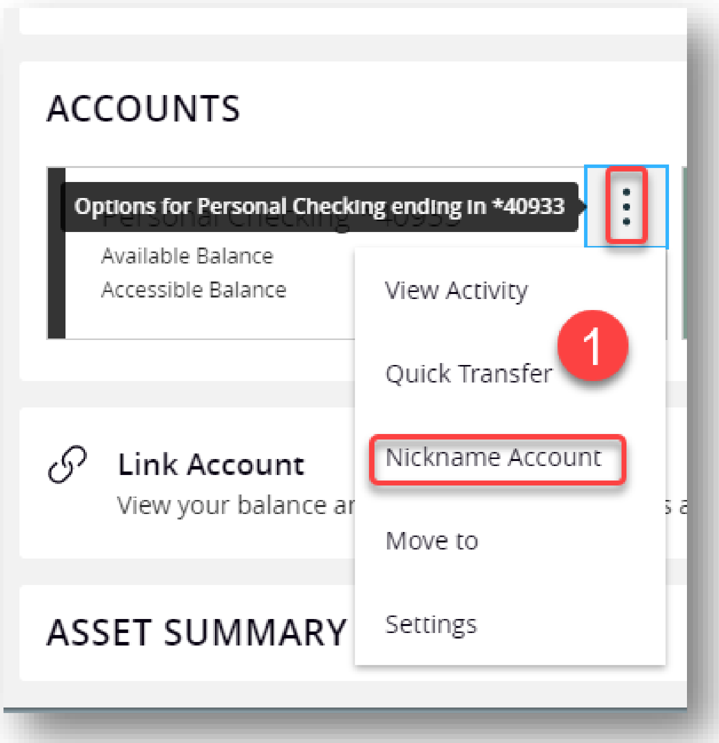


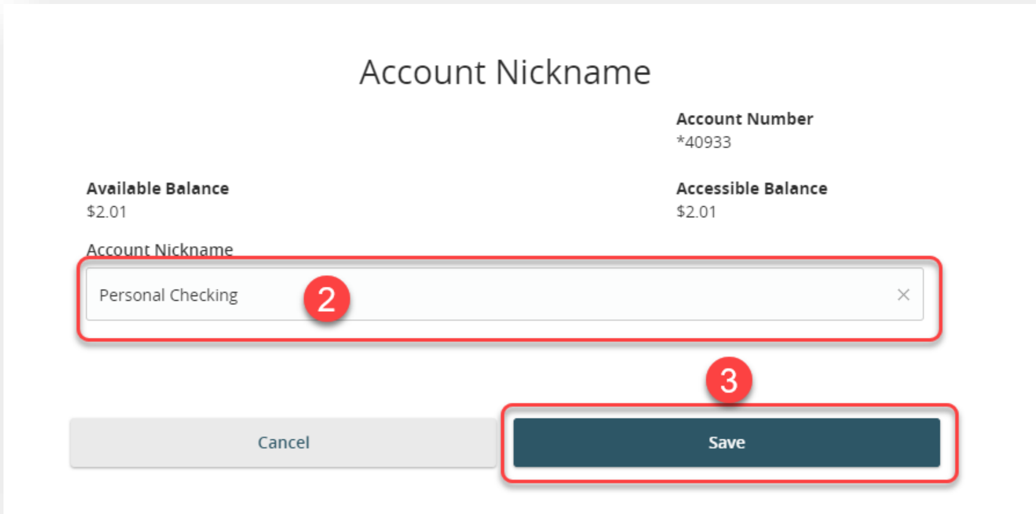
1. Click the ⋮ icon on the right side of an account card and select “Quick Transfer.”
2. Select the “To” drop-down and choose an account to receive the funds.
3. Enter an amount to transfer.

4. Select a transfer date.
5. (Optional) Click the **Advanced Options** button to have a Memo field displayed.
6. Click the **Transfer Funds** button when you are finished.

Account Nickname

You can change an account's nickname directly from the Home page.

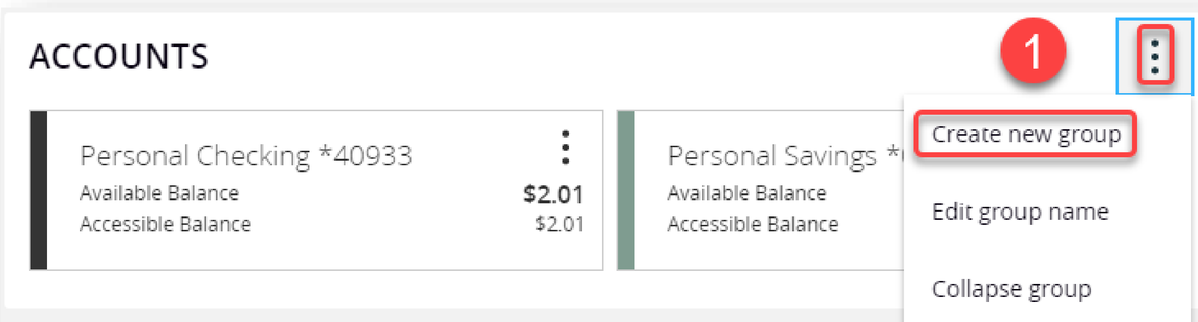


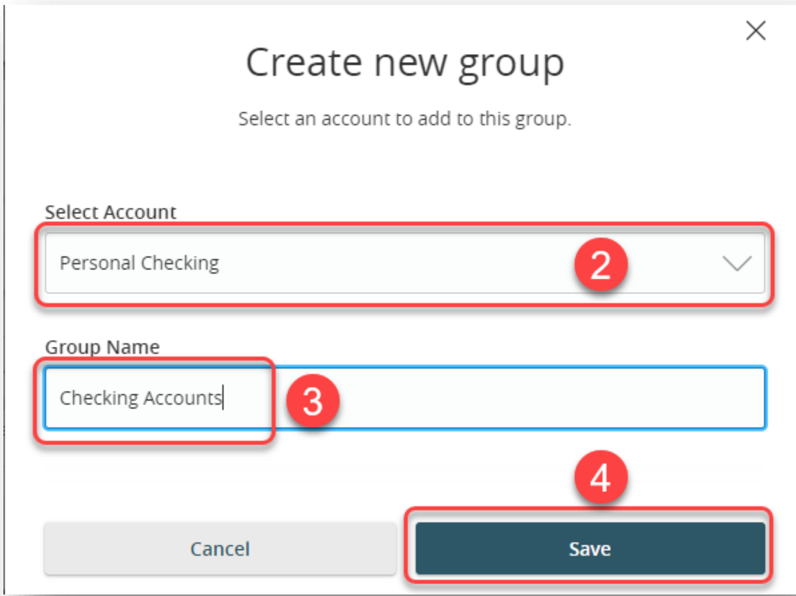


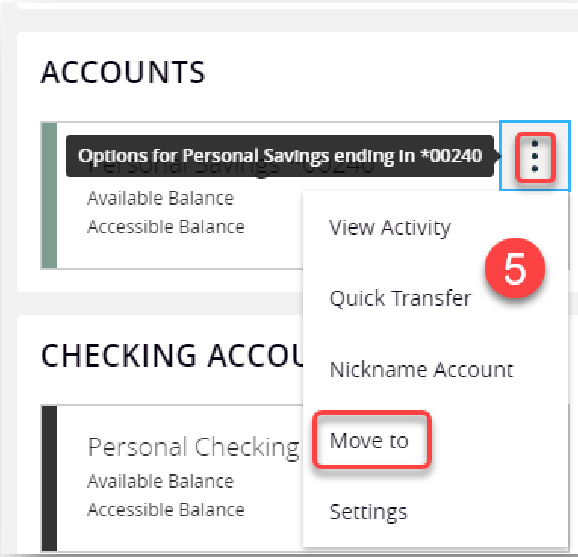
1. Click the ⋮ icon on the right side of an account card and select **Nickname Account.**
2. Enter a new account nickname.
3. Click the **Save** button when you are finished.

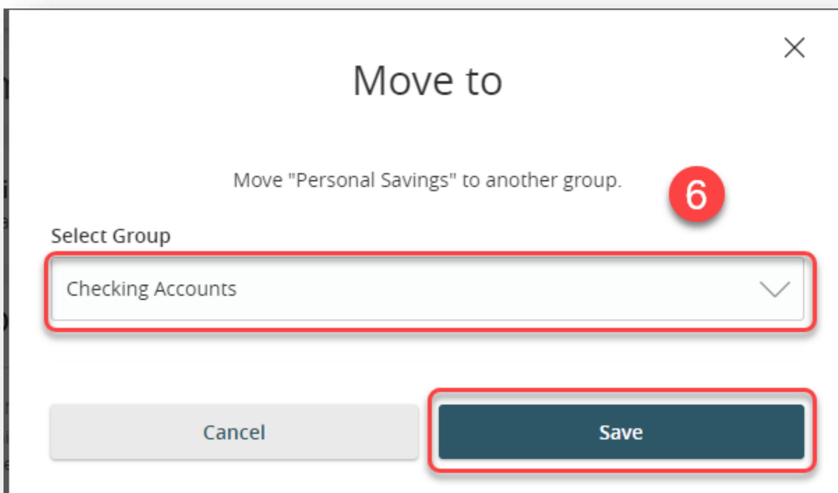
Account Grouping

Organize your internal and linked accounts into groups in order to customize the appearance of the Accounts page to meet your needs. Groups can be changed or deleted per your preferences.



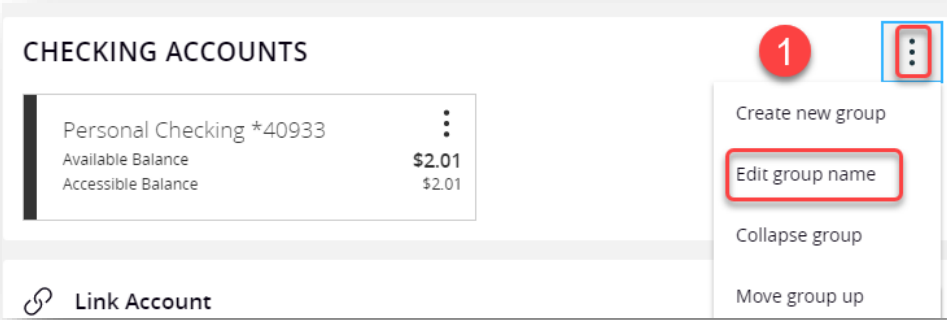

Create new group
Select an account to add to this group.
Select Account
Personal Checking
2
Group Name
Checking Accounts
3
4
Cancel
Save

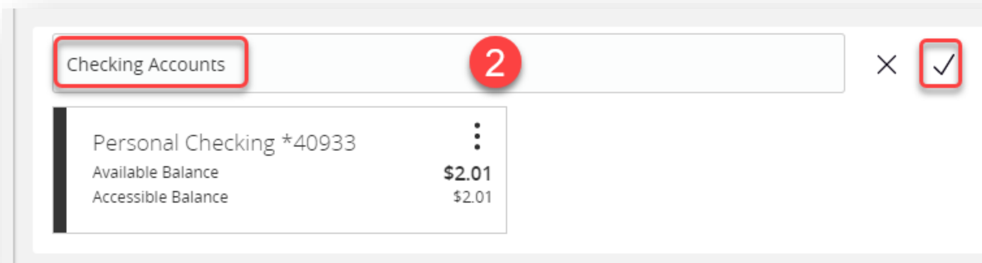




1. Create a new group by clicking the icon and selecting "Create new group" from the drop-down.
2. Use the drop-down to select an account.
3. Create a group name.
4. Click the **Save** button.
5. (Optional) Continue adding accounts to your new group by clicking the icon next to the account and selecting "Move to" from the drop-down.
6. Select the group from the drop-down and click the **Save** button.

Editing a Group Name

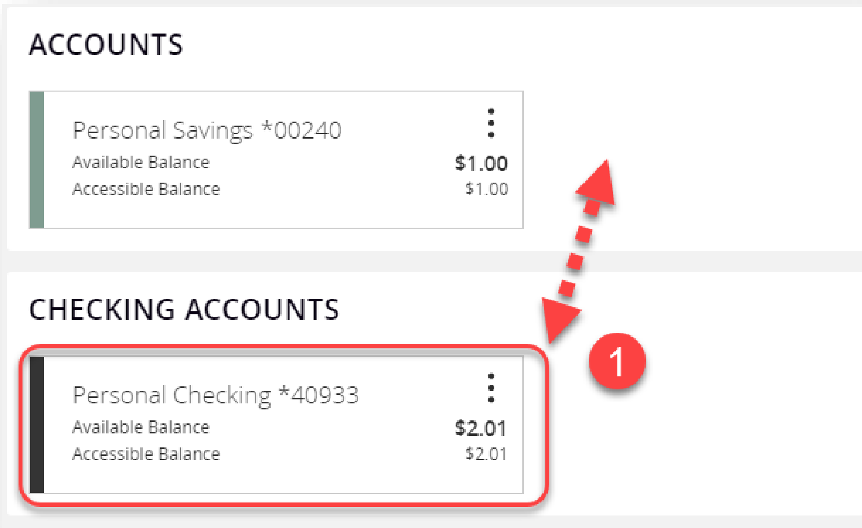


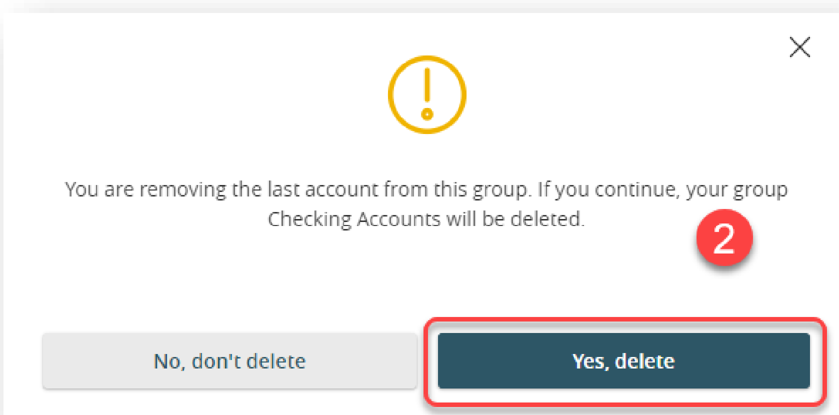


1. Click the ⋮ icon next to the group name and select “Edit group name”.
2. Enter the new group name and click the ✓ icon to save the changes.

Deleting a Group

After a group is created, you can reorganize the Home page by deleting a group without removing those accounts from the Home page.



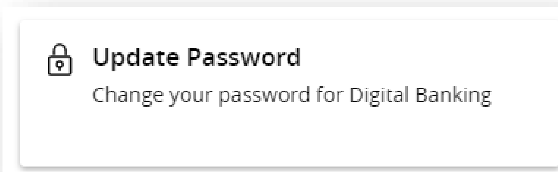


1. Remove all accounts from a group by clicking and holding an account tile and dragging it to another group and dropping it.
2. Click the **Yes, delete** button to delete the group.

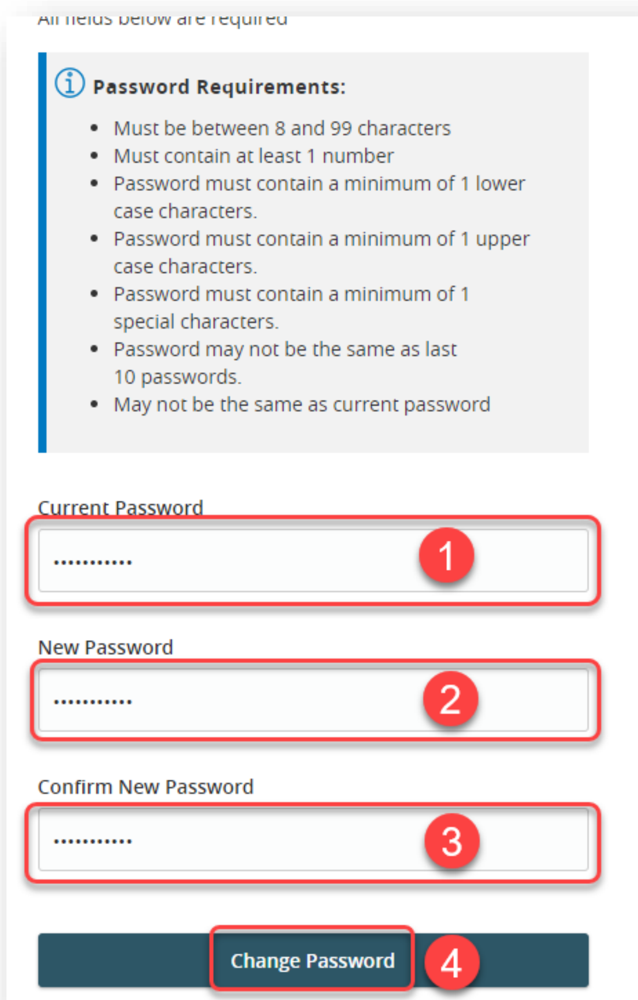
Security

We take security very seriously at CrossFirst Bank and we've added various tools to help you better protect your account information. You can add and manage these features in the **Settings** Menu and under the **Security** section.

Update Password



When needed, you can update your password. We recommend that you update your password regularly and follow our guidelines for creating a strong password.

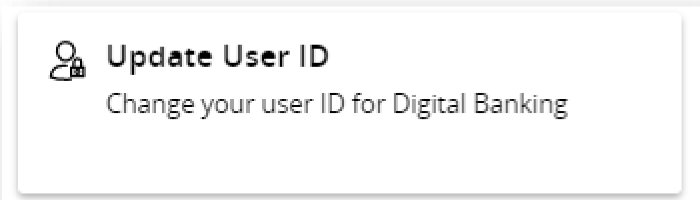


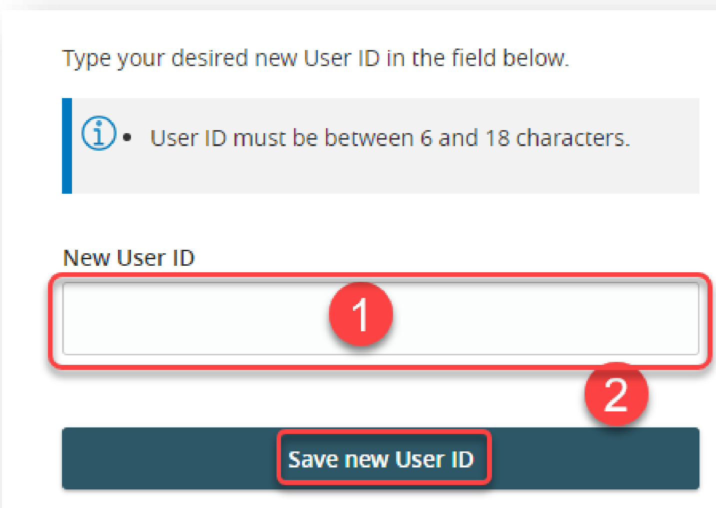
In the Settings menu under the Security section, click the **Update Password** button.

1. Enter your old password in the current password field.
2. Create a new password and enter that in the new password field.
3. Reenter your new password.
4. Click the **Change Password** button when you are finished making changes.

Update User ID

You can also update your user ID at any time. To create an effective user ID, create an ID that you will remember and that follows our required guidelines.

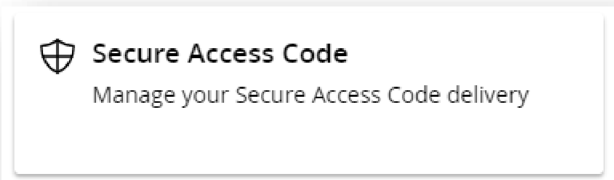




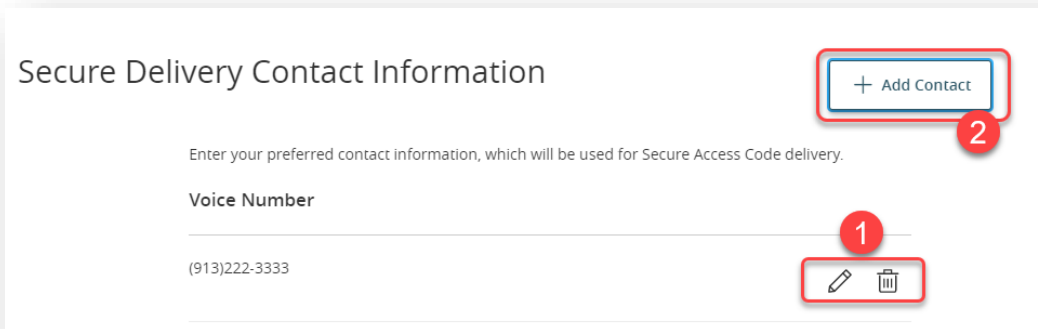
In the Settings menu under the Security section, click **Update User ID** button.

1. Enter your new user ID.
2. Click the **Save new User ID** button when you are finished making changes.

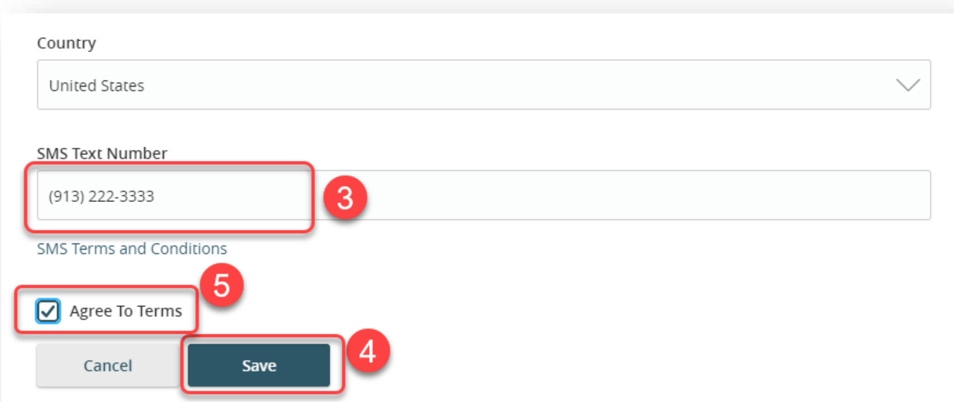
Secure Access Code Delivery



CrossFirst Bank verifies your identity using Secure Access Codes (SACs), which are numeric codes that are sent to you by phone call or text. Within the **Secure Access Code** section under the **Settings** menu, you can make changes to your delivery preferences or add new delivery channels.



In the Settings menu, click **Secure Access Code** under the **Security** section.

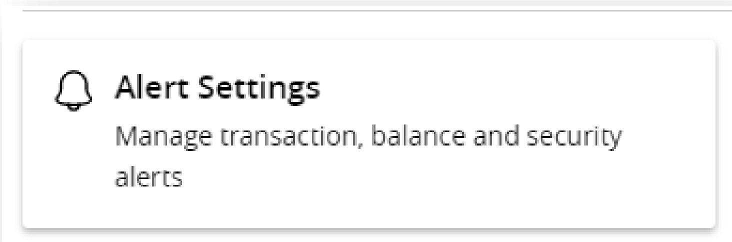


1. Make changes to an existing phone number for your secure delivery method by clicking the icon to make changes or the icon to delete a secure delivery method phone number.
2. Add a new secure delivery method by clicking the **Add Contact** button and selecting either **New Voice** or **New Text.**
3. Enter your phone number.
4. Click the **Save** button.

5. If adding a phone number for a text, you will need to check the box to Agree to the Terms.

Alerts

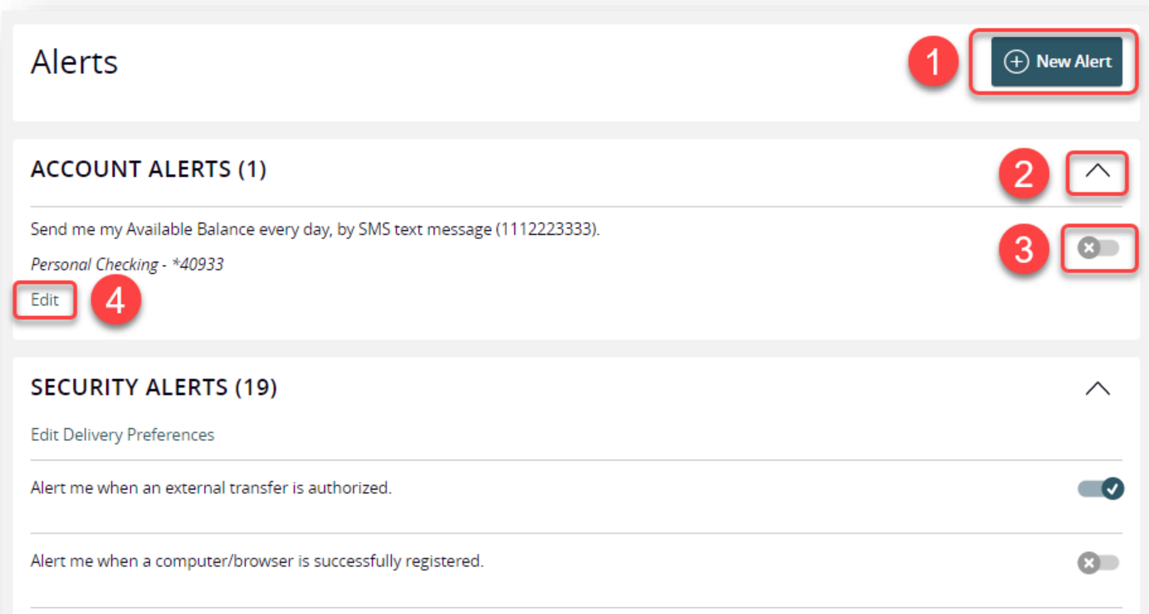
When you create an alert through digital banking, you specify the conditions that trigger that alert, in order to stay on top of what's important to you.



Select the **Settings** menu and click on the **Alert Settings** tab.

1. The **New Alert** button lets you create an account, history, online transaction, reminder, or wire alert.

2. The icon allows you to collapse or expand alert details for each category.

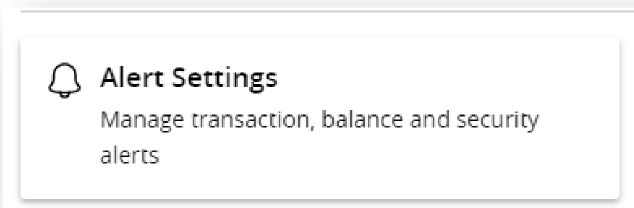


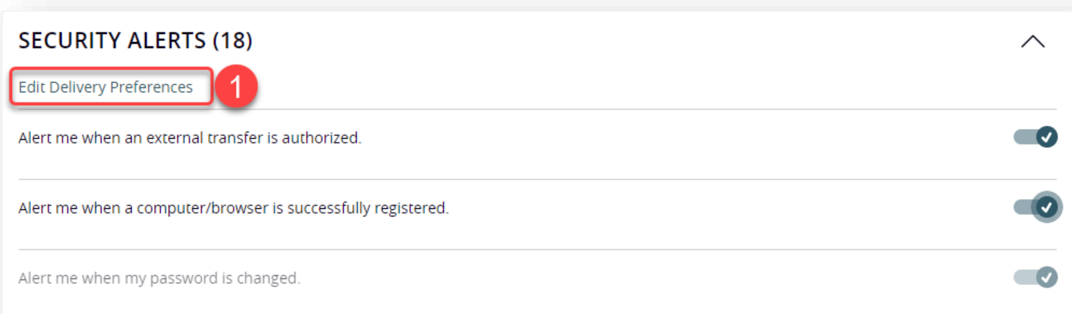
3. Toggling the switch turns an alert on or off without deleting it. Some alerts aren't able to be turned off for security reasons.

4. Use the "Edit" link to make changes to existing alerts.

Security Alerts

You can setup Security Alerts for notifications when certain security scenarios occur.

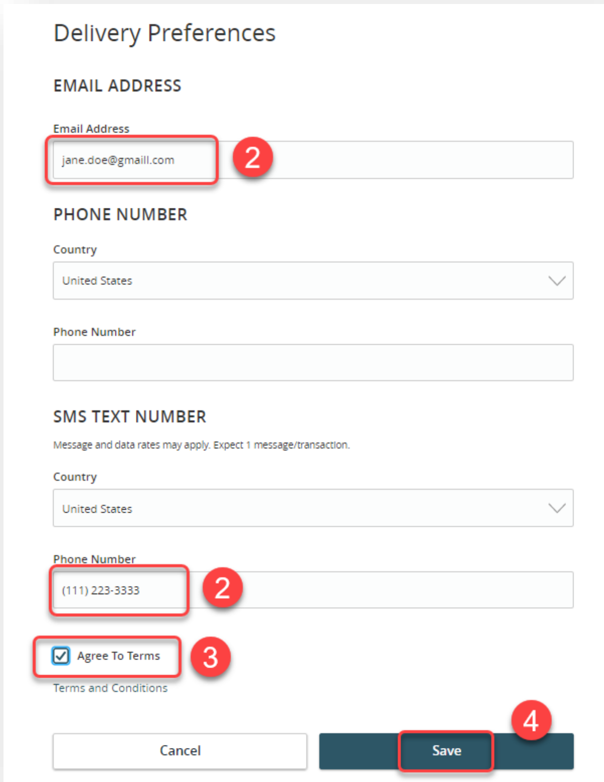




In the **Settings** menu click **Alert Settings**. The Security Alerts show directly on this page.

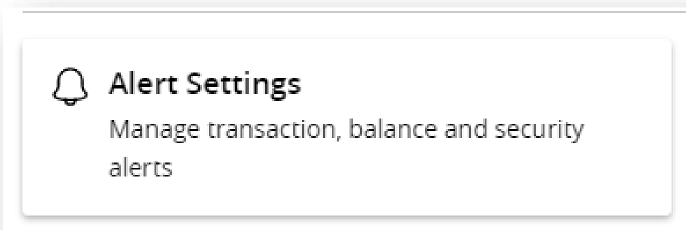
When a trigger occurs, Security Alerts are sent through secure messages. You can add additional delivery methods so you don't miss a notification.

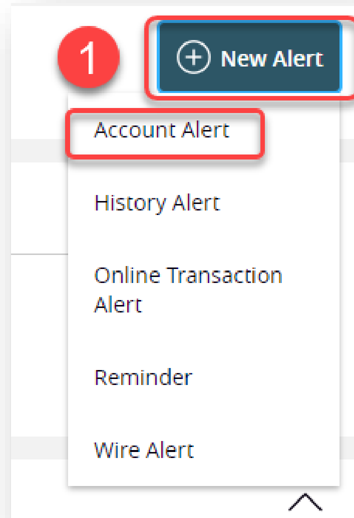
In the **Settings** menu click **Alert Settings**



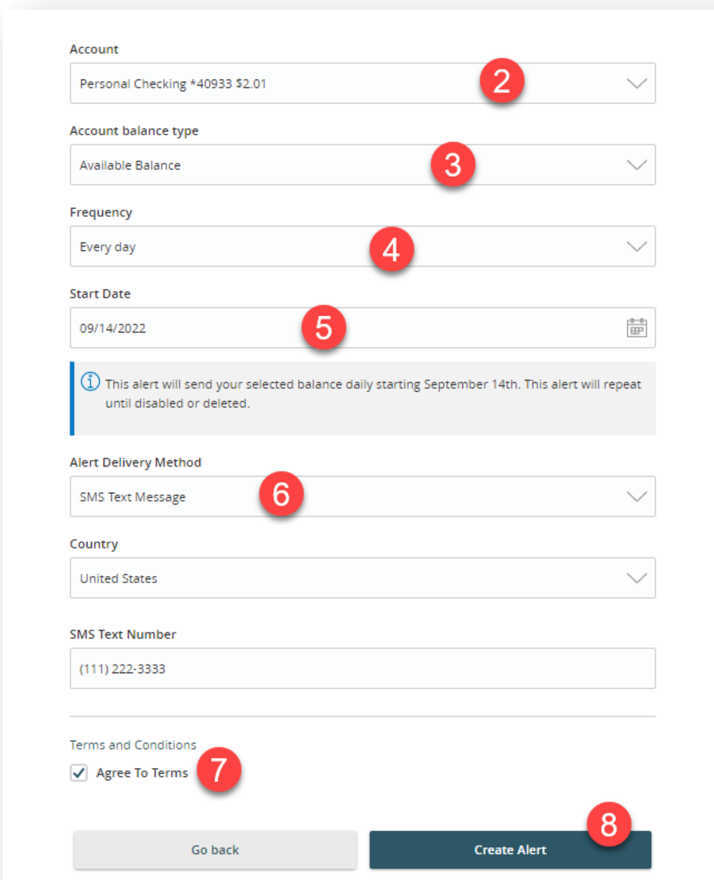
1. Click the "Edit Delivery Preferences" link at the top of the listed Security Alerts. These changes will apply to all Security Alerts.
2. Enter the information for your preferred delivery method.
3. If you are opting to receive alerts via text message, you must check the box to agree to the terms and conditions.
4. Click the **Save** button when you are finished making changes.

Account Alerts





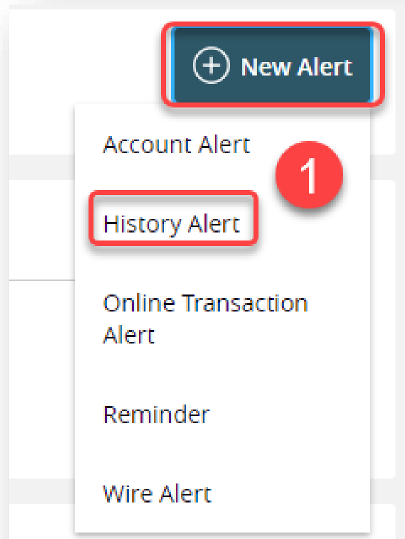
Account Alerts notify you when the balances in your accounts go above or below a number you specify.



Select the **Settings** menu and click on the **Alert Settings** tab.

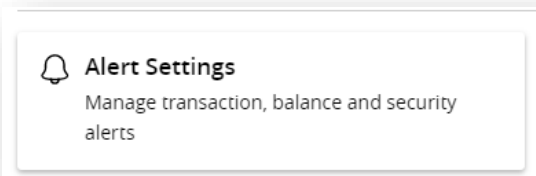
1. Use the "New Alert" button and select "Account Alert."
2. Use the drop-down to select an account.
3. Choose an account balance type.
4. Choose a frequency.

5. Enter a date.
6. Select an alert delivery method and enter the corresponding information.
7. You must check the box to agree to the terms and conditions if electing to receive your alert via text message.
8. Click the **Create Alert** button when you are finished.



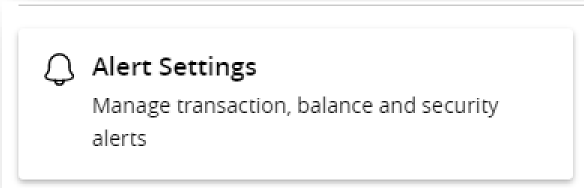
History Alerts

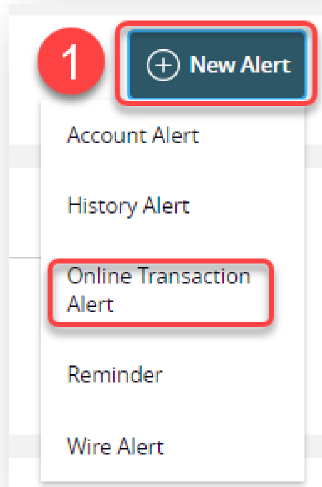
Create History Alerts for notification when a check number posts or transactions meet an amount you choose.



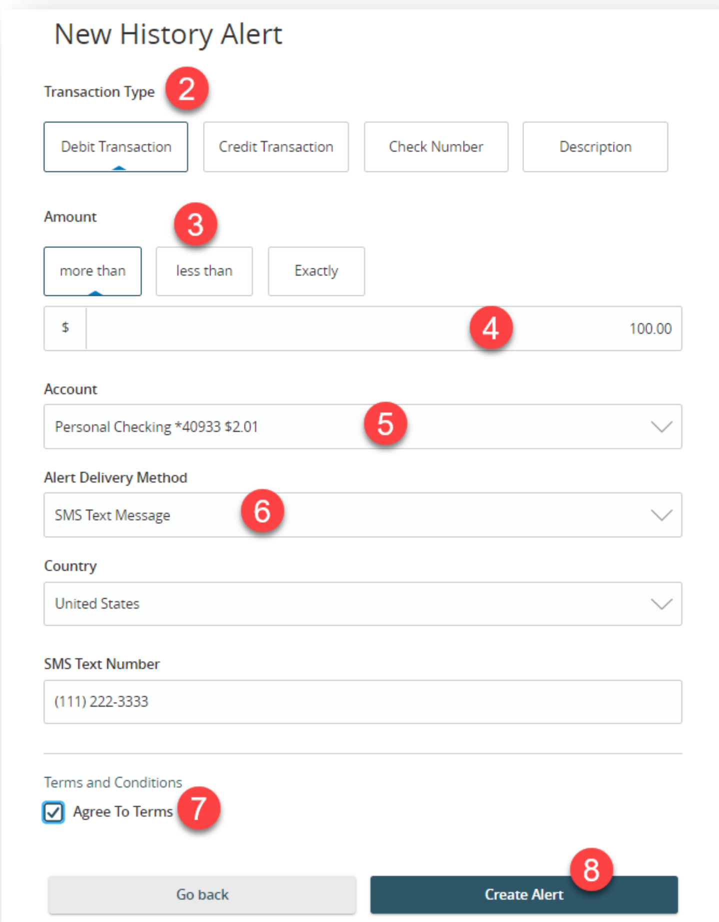
Select the **Settings** menu and click on the **Alert Settings** tab

1. Click the “New Alert” button and select “History Alert.”
2. Select a transaction type.
3. Select a comparison. The options vary depending on the chosen transaction type.





4. Enter an amount.
5. Use the drop-down to select an account.
6. Select a delivery method and enter the corresponding information.
7. You must check the box to agree to the terms and conditions if you electing to receive your alert via text message.
8. Click the Create Alert button when you are finished.

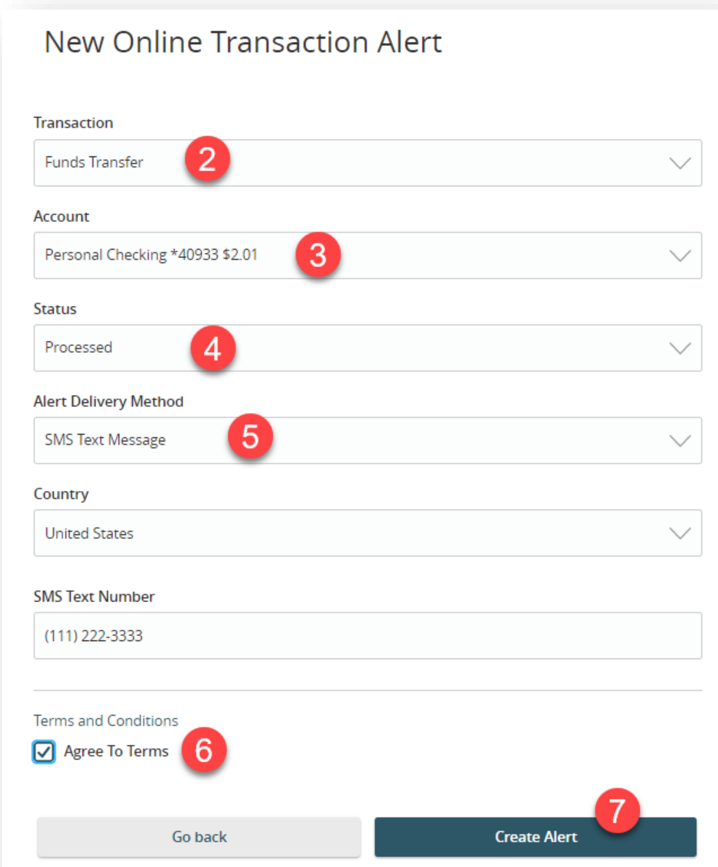


Online Transaction Alerts

Different types of transactions can occur in your accounts. Creating Online Transaction Alerts, will provide notification when various transfers, payments, or debits post to your account.

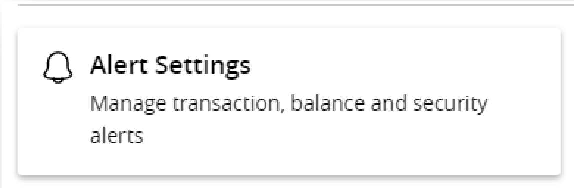
Select the **Settings** menu and click on the **Alert Settings** tab

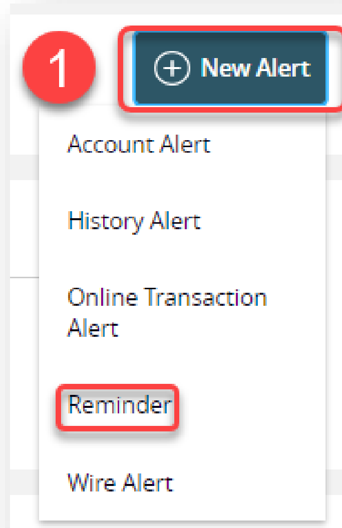
1. Click the "New Alert" button and select "Online Transaction Alert."
2. Use the drop-down to select a transaction type.
3. Use the drop-down to select an account.
4. Use the drop-down to select a status.
5. Select a delivery method and enter the corresponding information.
6. You must check the box to agree to the terms and conditions if electing to receive alerts via text message.
7. Click the Create Alert button when you are finished.

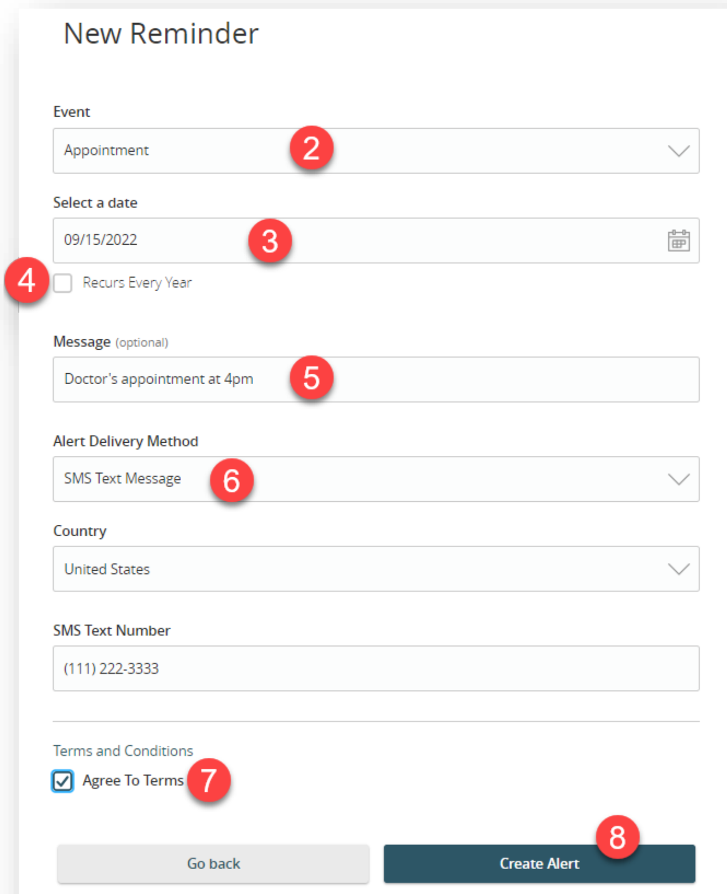


Reminder

Just like marking a calendar, set up alerts as reminders of specific dates or events.





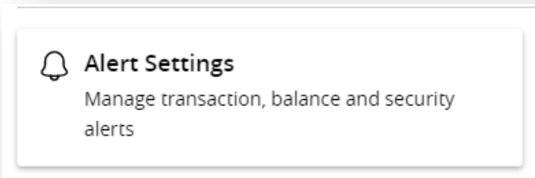


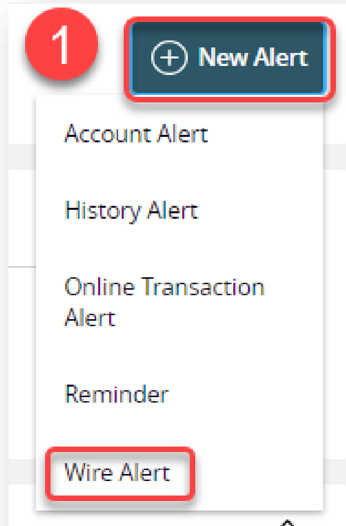
Select the **Settings** menu and click on the **Alert Settings** tab

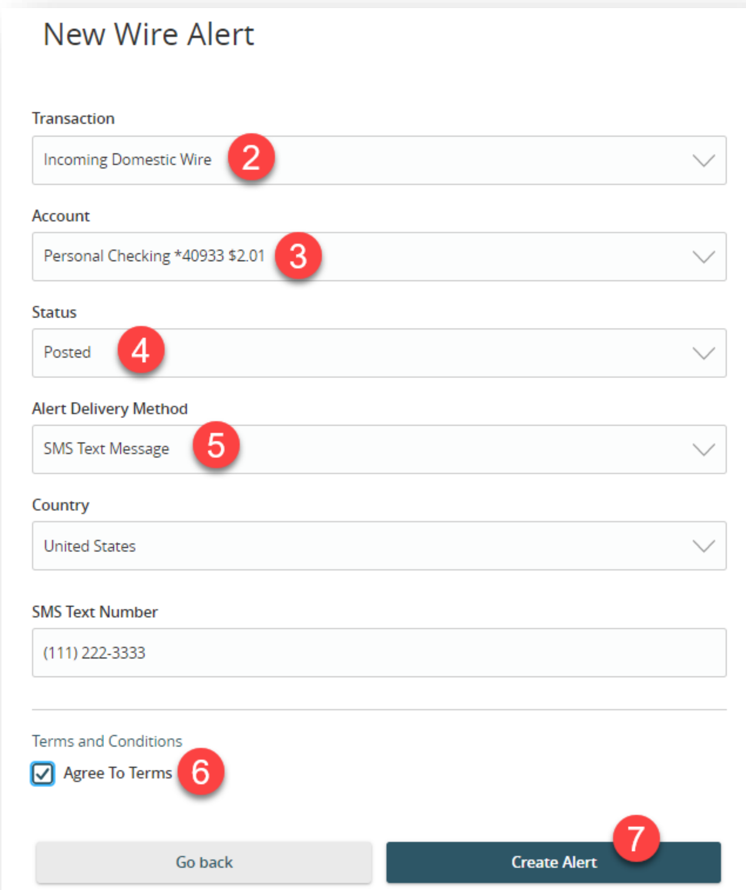
1. Use the "New Alert" button and select "Reminder."
2. Use the drop-down to select an event.
3. Enter the date for the alert to occur.
4. Check the box next to "Recurs Every Year" to have your alert repeat annually.
5. (Optional) Enter a message.
6. Select a delivery method and enter the corresponding information.
7. You must check the box to agree to the terms and conditions if electing to receive alerts via text message.
8. Click the Create Alert button when you are finished.

Wire Alert

You can create Wire Alerts for notification of incoming wires.







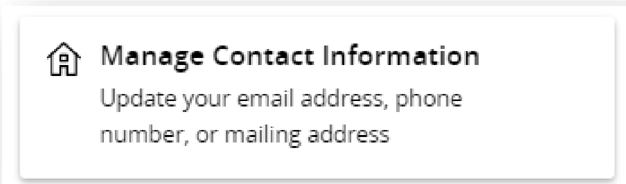
Select the **Settings** menu and click on the **Alert Settings** tab

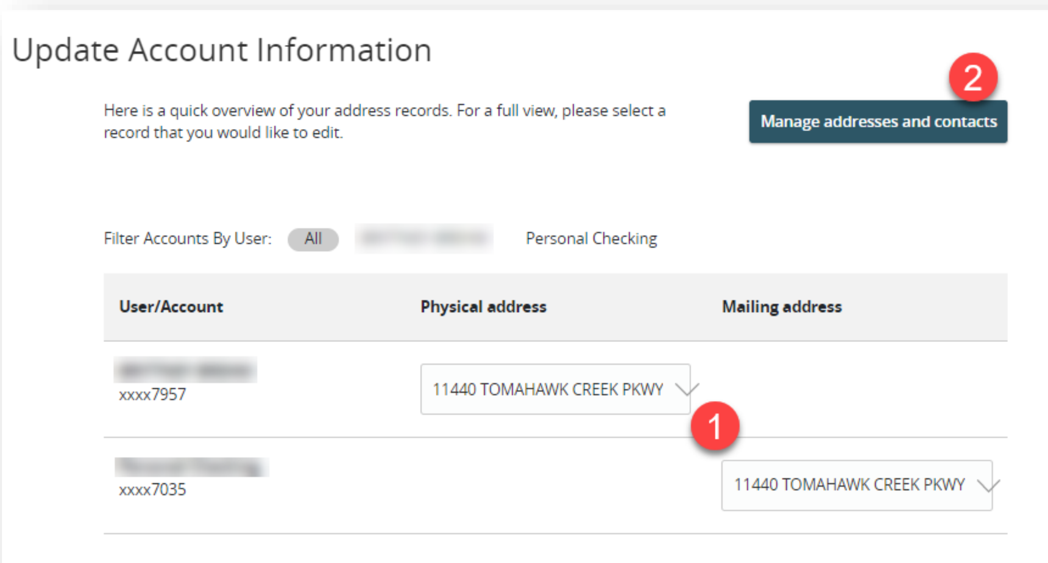
1. Use the "New Alert" button and select "Wire Alert".
2. Use the drop-down to select a transaction type.
3. Use the drop-down to select an account.
4. Use the drop-down to select a status.
5. Select a delivery method and enter the corresponding information.
6. You must check the box to agree to the terms and conditions if electing to receive alerts via text message.

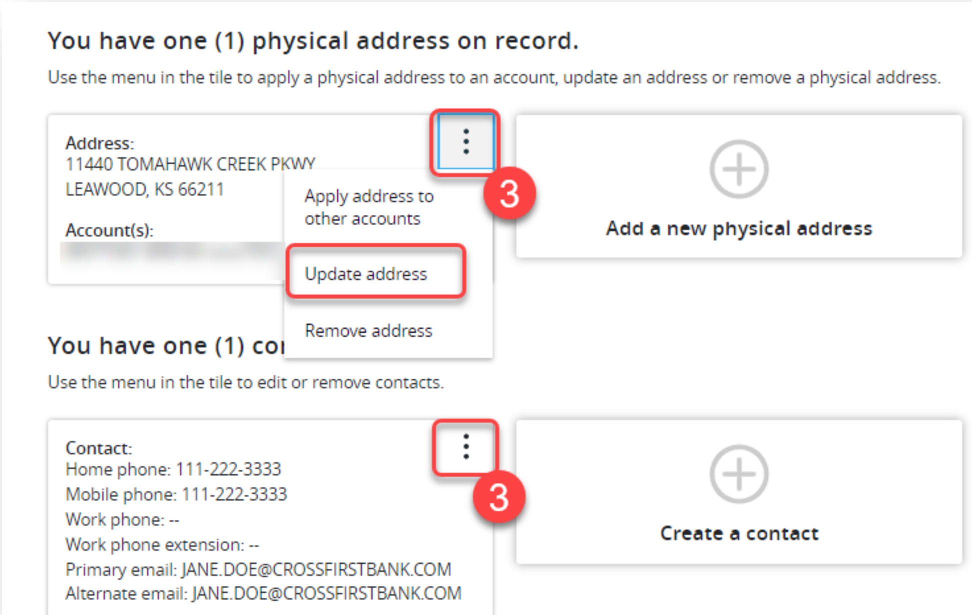
7. Click the Create Alert button when you are finished.

Manage Contact Information

Update your email address, phone number, or mailing address from one convenient menu.





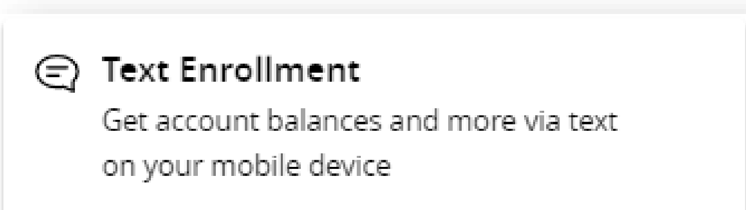


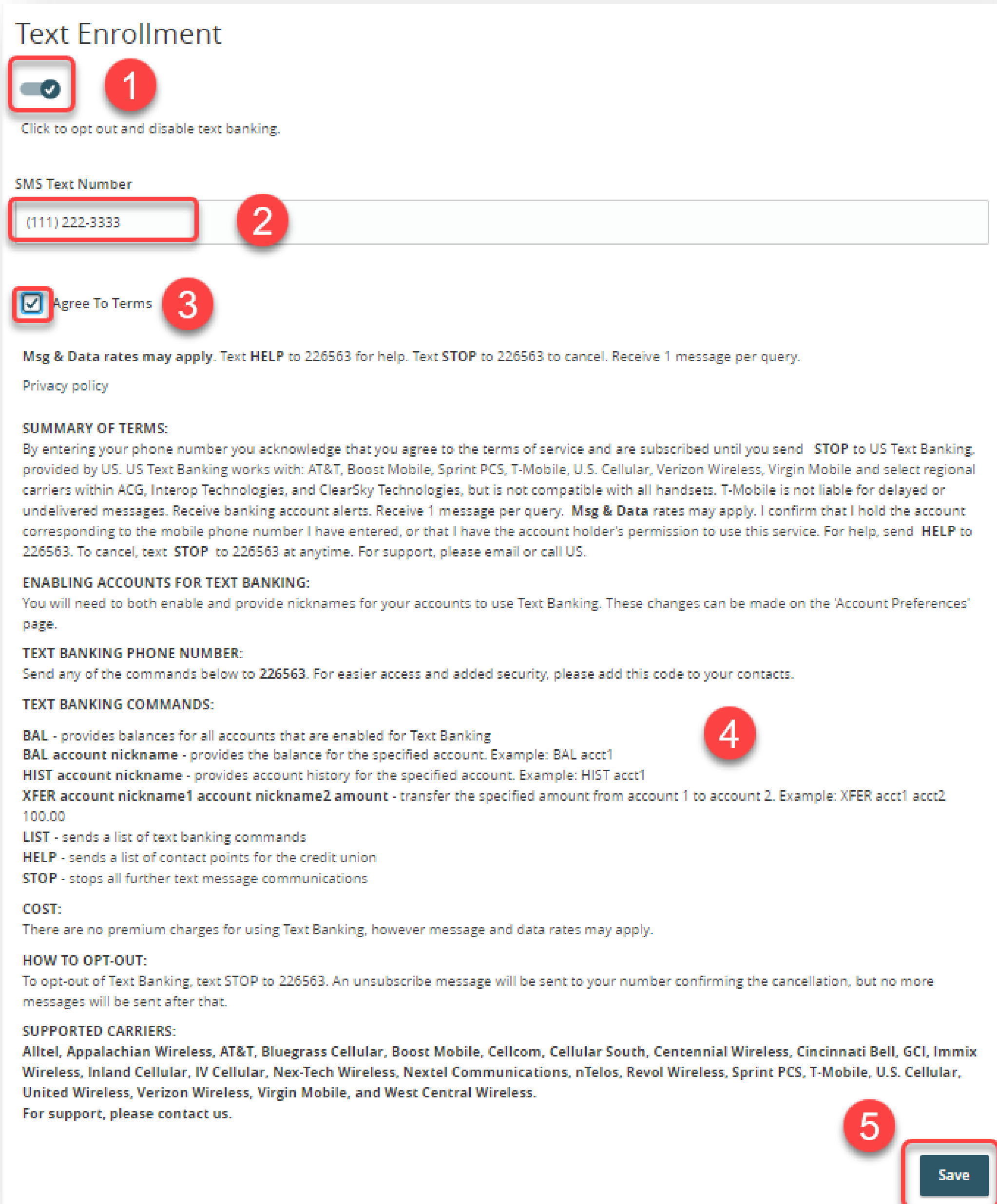
Select the **Settings** menu and click on the **Manage Contact Information** menu.

1. You'll see an immediate overview of your current listed addresses.
2. To see additional details or make changes, click on the **Manage address and contacts** button.
3. You'll see your existing addresses and contact records on the **Manage address and contacts** screen. To make edits click the ⋮ icon next to the tile to update or remove the address or contact.

Text Enrollment

Get account balances and more via text on your mobile device.

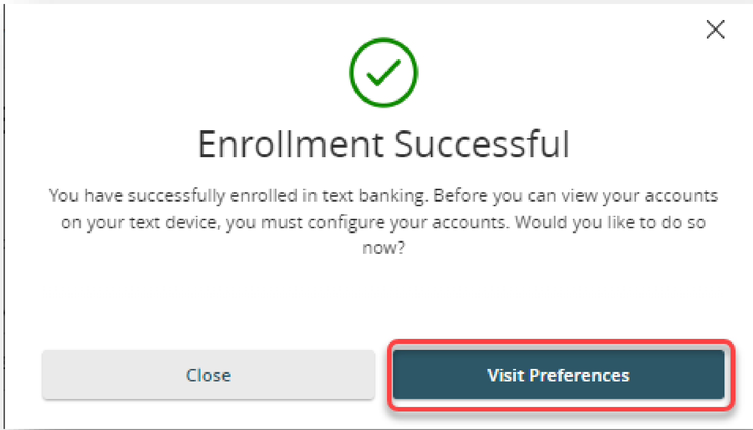


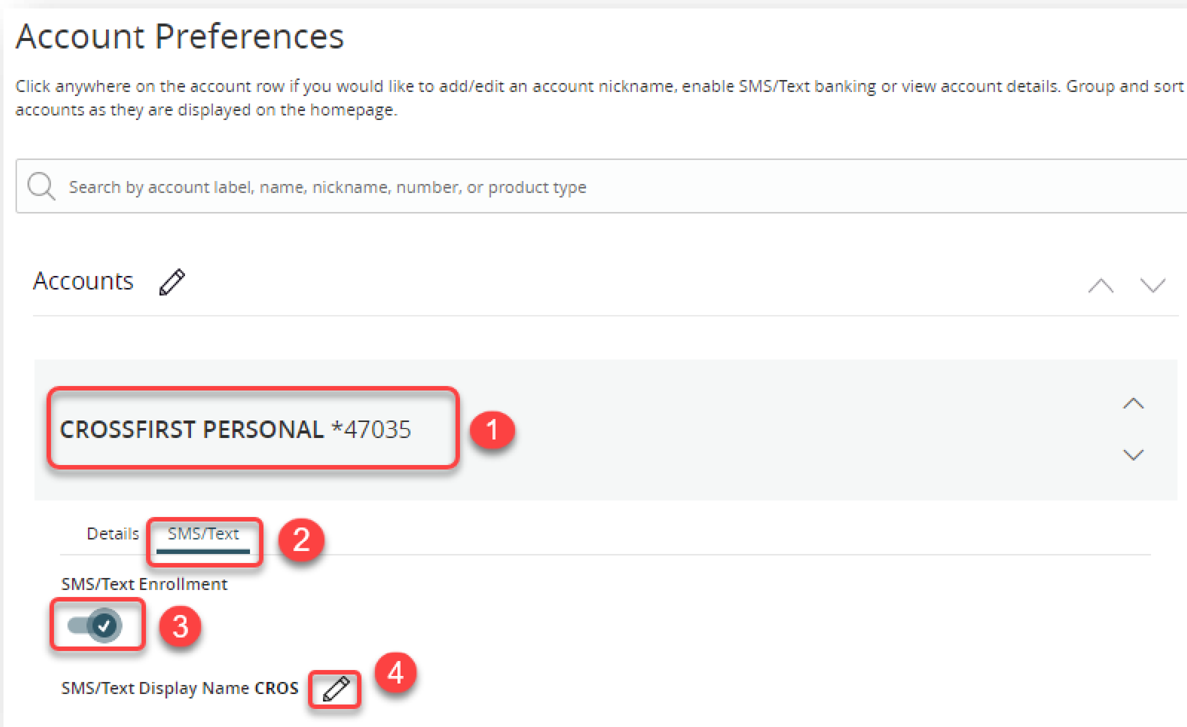


Select the **Settings** menu and click on **Text Enrollment.**

1. Click to enable and authorize text banking.
2. Enter the mobile number you wish to use for text alerts.
3. Check the box to agree to the terms and conditions which are listed below the check box for your review.
4. Review the **Text Banking Commands** for instructions on the different commands that can be used for balances, history, etc.
5. Click the **Save** button.

After clicking the **Save** button, the box below will appear. You must configure your accounts on your text device. Click the Visit Preferences button.

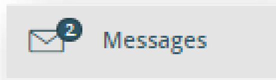


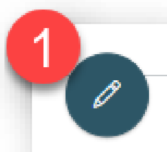


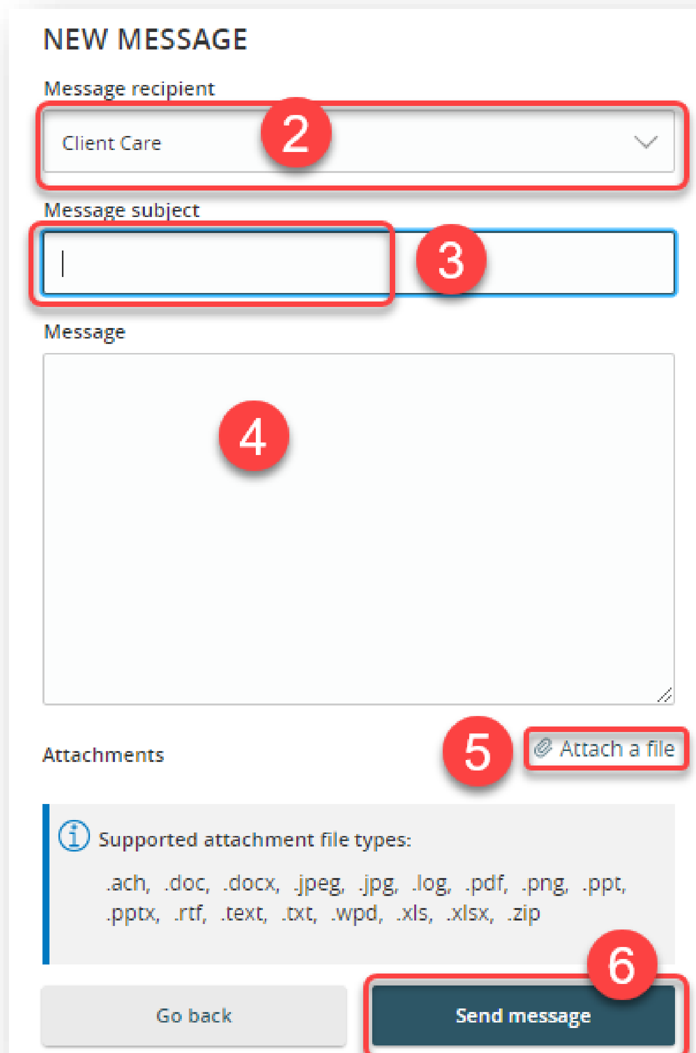
1. Click directly on the account to expand the preference options.
2. Click on the SMS/Text tab.
3. Click to enable SMS/Text Enrollment
4. (Optional) Click the pencil icon to change the display name for the messages you will receive. Maximum of three characters.

Messages

Have a question regarding your online banking or a specific transaction? Reach out to the Client Care team directly within digital banking. Please be aware that it may take up to 24 hours for someone to respond to your message. If your question or concern is of an urgent nature or you are reporting fraud, please give our Client Care team a call.







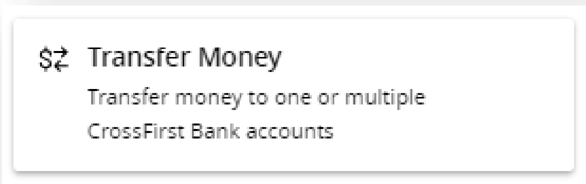
Select the **Messages** tab from the menus on the left side of the screen.

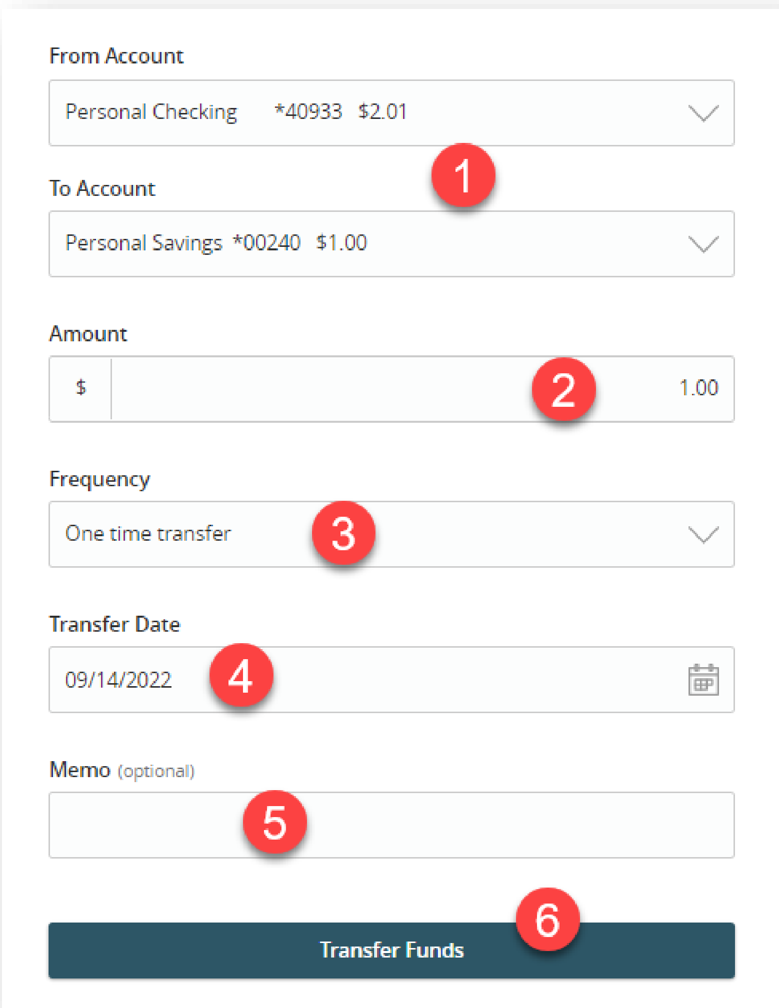
1. Click the  icon to compose a new message to be sent to the Client Care team.
2. Use the drop-down to select a message recipient.
3. Type your subject in the Message subject field.
4. Type your message in the body of the Message field.
5. (Optional) Click the Attach a File button if you have an attachment to include with your message.
6. Click the Send Message button to send your message.

Once Client Care responds to a message, that message will be visible to you in this same Messages menu.

Transfer Money

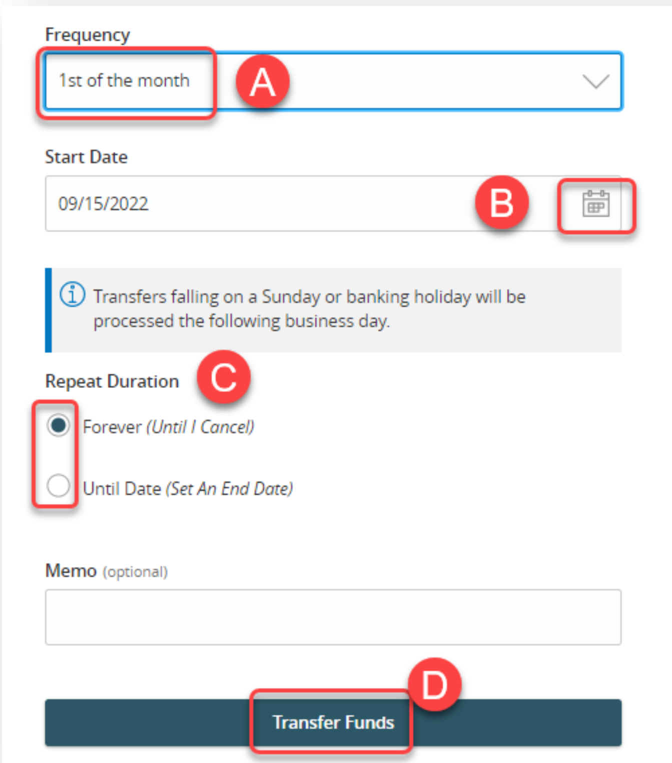
You can use the Transfer Money feature to transfer money between your CrossFirst Bank accounts. These transactions go through immediately.





In the **Transfers & Payments** menu select **Transfer Money**.

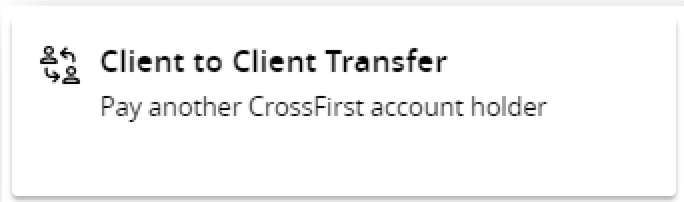
1. Select the accounts to transfer funds between using the “From Account” and “To Account” drop-downs.
2. Enter the amount to transfer.
3. Enter the frequency in the “Frequency” drop-down.
4. Enter the date to process the transaction.
5. (Optional) Enter a memo that will display along with the transaction in digital banking when viewing the transaction details.
6. Click “Transfer Funds” to complete the transfer.



7. To setup a recurring transfer, follow the steps below:
    a. Select your desired frequency for the transfer to occur under the “Frequency” drop-down.
    b. Enter a start date for this transaction in the “Start Date” field using the calendar feature.
    c. Decide if the transfer will repeat forever or have an end date under the “Repeat Duration” field.
    d. Click “Transfer Funds” to complete the transfer and setup the recurring transfer series.

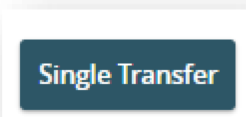
Client to Client Transfer

You can choose to make a single transfer to another client or link another client's account (for deposit purposes only) to your profile. If you plan to make more than one transfer or if you need to create a recurring or future-dated transfer, linking the other client's account is required. This will place the account number in the drop-down menu for the funds transfer option. Funds will be immediately available to the recipient.

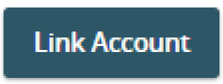


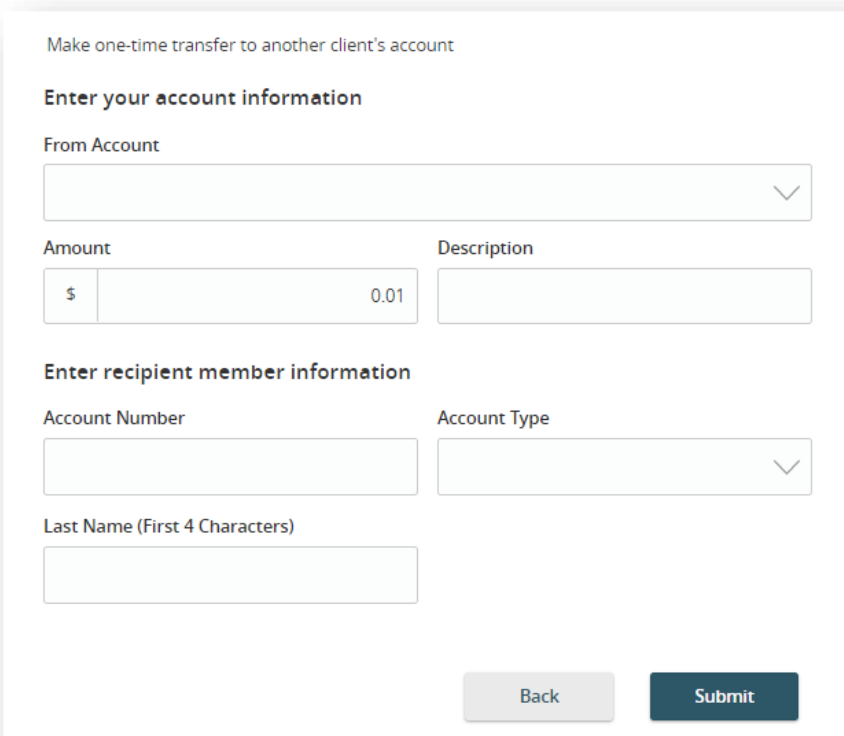
In the **Transfers & Payments** menu select **Client to Client Transfer**.

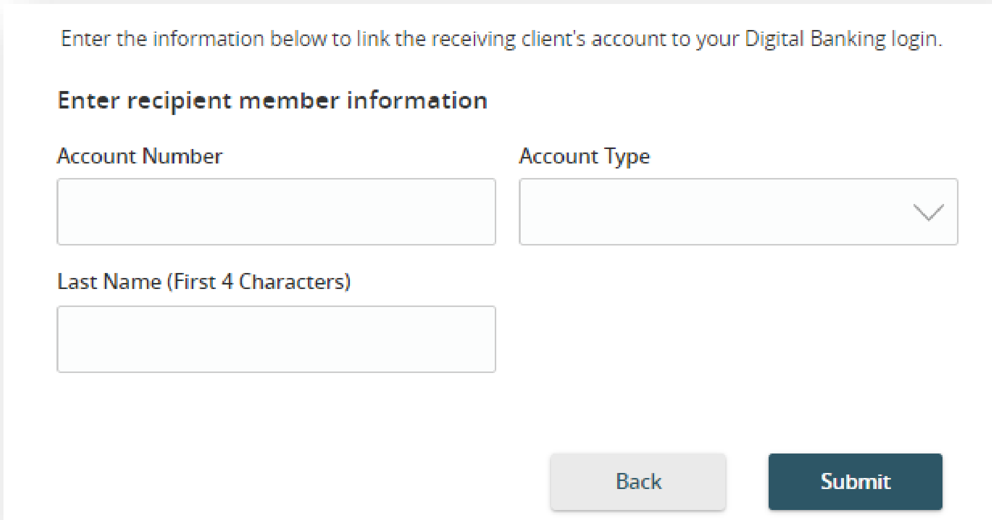
1. Select the **Single Transfer** button to make a one-time transfer. You'll need the account holder's full account number, account type, and last name.



2. Select the **Link Account** button if you plan to make multiple transfers to this individual in the future. You'll need the account holder's full account number, account type, and last name. In linking the account this way, when you go to the **Funds Transfer** screen, the account will show in the "To Account" drop-down for transfers.



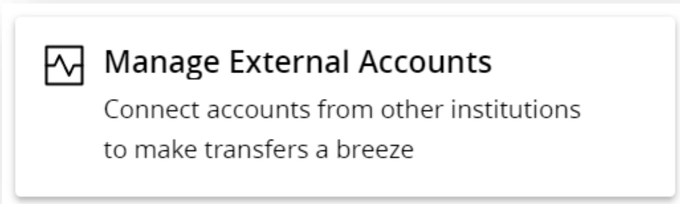




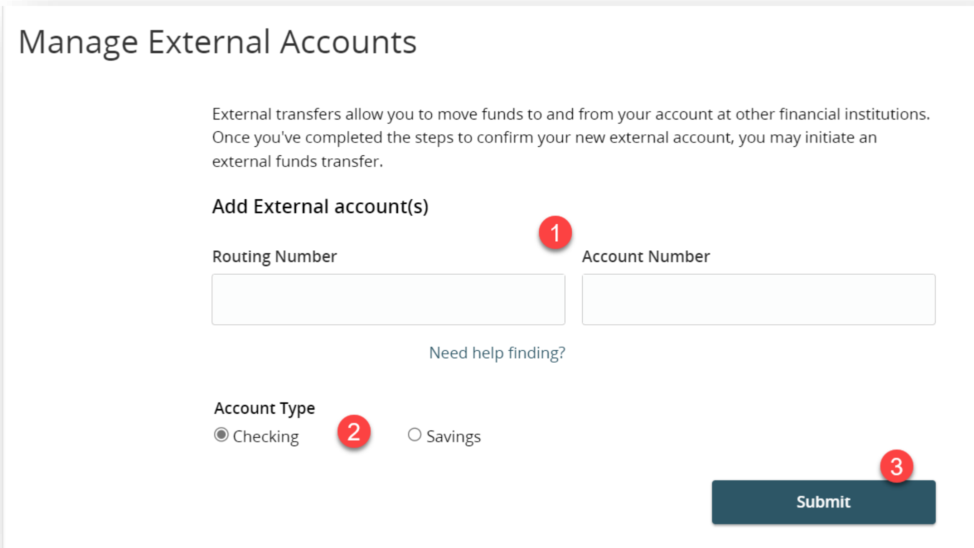
Linking External Accounts

Conveniently link your accounts at other financial institutions to transfer between external accounts and your CrossFirst bank accounts.

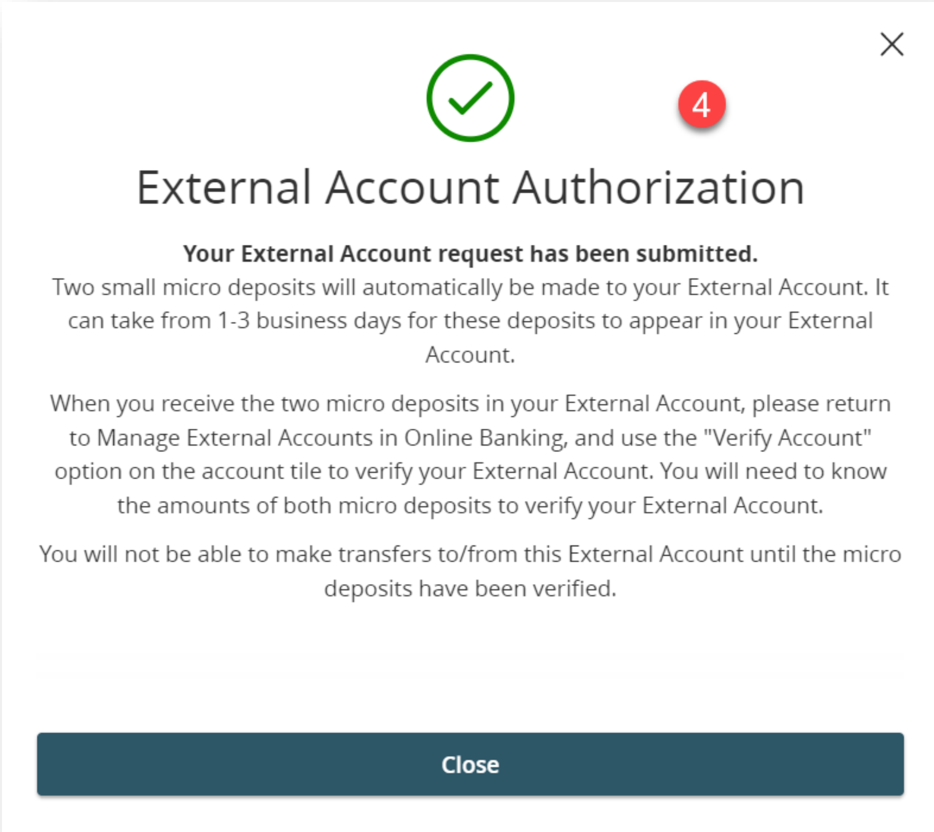
Select the **Account Services** menu and select **Manage External Accounts**.



Manage External Accounts
Connect accounts from other institutions
to make transfers a breeze



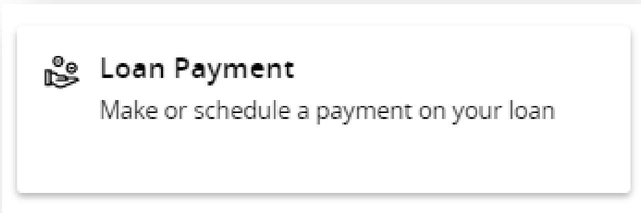
Manage External Accounts
External transfers allow you to move funds to and from your account at other financial institutions. Once you've completed the steps to confirm your new external account, you may initiate an external funds transfer.
Add External account(s)
1
Routing Number
Account Number
Need help finding?
Account Type
Checking
2
Savings
3
Submit

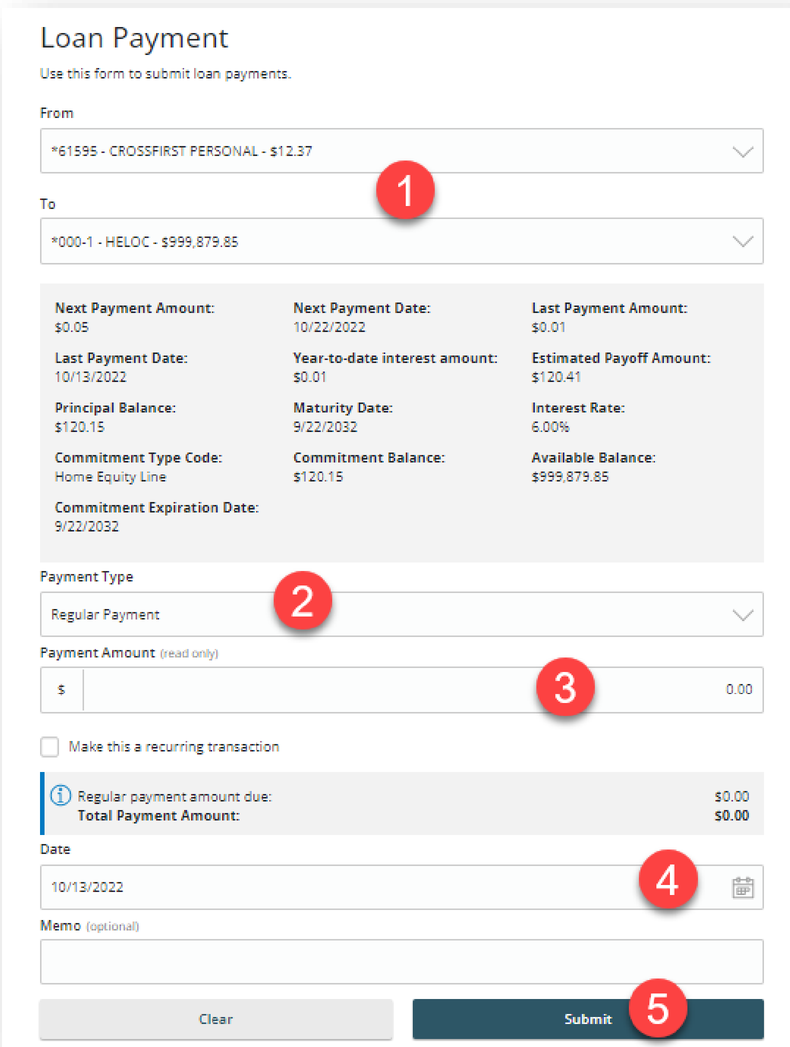


1. Enter your routing number and account number in the corresponding fields.
2. Select the account type.
3. Click the **Submit** button.
4. You'll see a message advising that your external account request has been submitted. Be sure to review the detailed instructions in that message for the final steps in linking your external account. This will include receiving two microdeposits in your external FI account that will need to be verified on our site within 10 days of the deposits being made.

Loan Payment

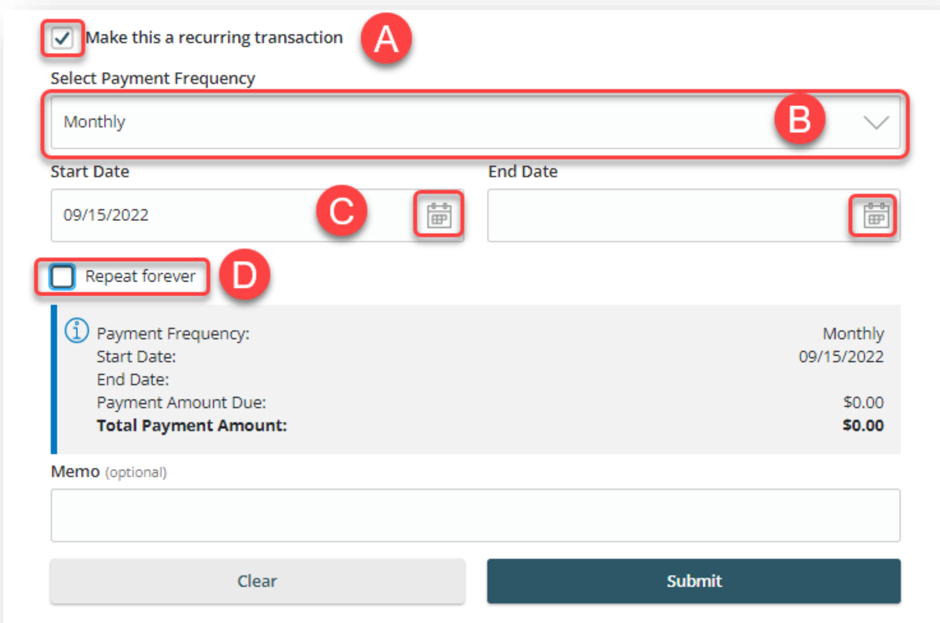
One-time and recurring CrossFirst Bank loan payments can be made using the Loan Payment feature.





In the **Transfers & Payments** menu select **Loan Payment.**

1. Using the "From" and "To" drop-downs, select the account the funds will be taken from and the account to apply the payment.
2. Select the payment type from the "Payment Type" drop-down. You can select from the following: Regular Payment, Unscheduled Interest Payment, Unscheduled Principal Payment and Paydown to $0.
3. Enter the amount of the payment.
4. Enter the payment date.
5. Click "Submit" to process the payment.

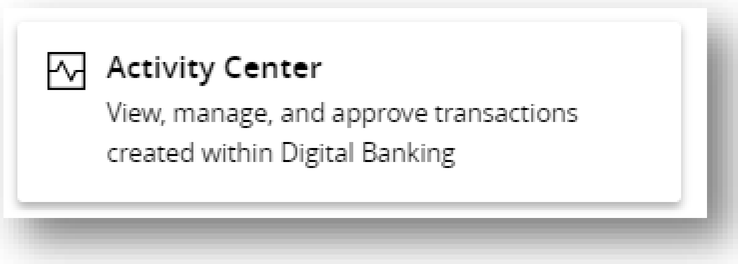


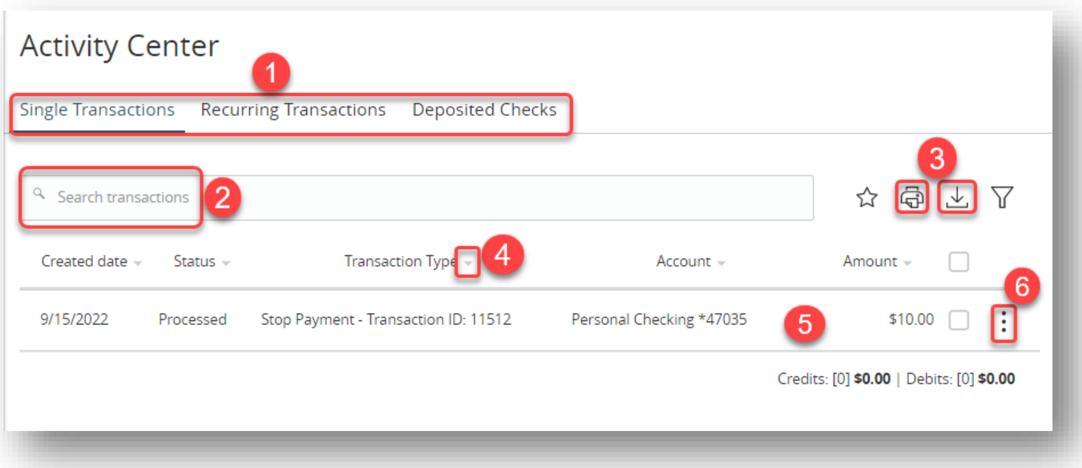
6. If you would like to setup a recurring payment, follow the steps below.
   a. Check the box next to "make this a recurring transaction"
   b. Use the "Frequency" drop-down to specify how often the transfer should occur.
   c. Enter a start and end date for this transaction using the calendar feature.
   d. If your transaction doesn't have an end date, check the box next to "Repeat forever".

Activity Center

Activity Center Overview

Payments, transfers, and deposits initiated though digital banking or through our app appear in the **Activity Center.** Go to the Activity Center to view and manage these transactions.





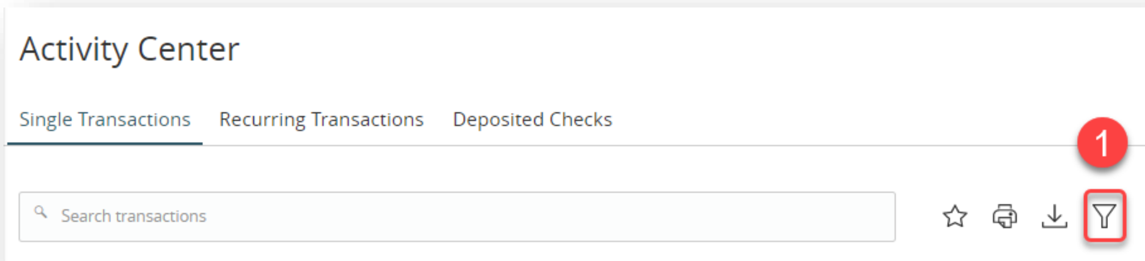
In the **Transfers & Payments** menu, click **Activity Center.**

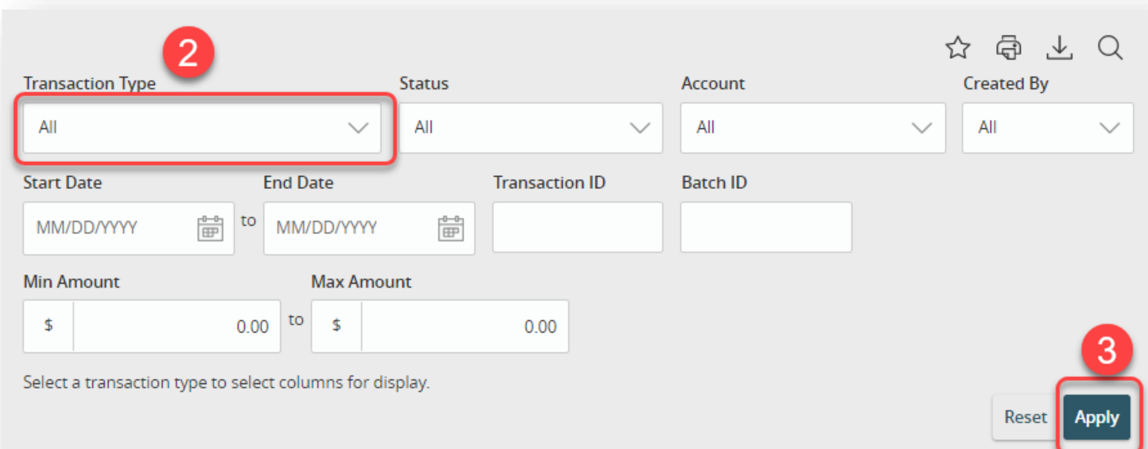
1. Click an appropriate tab at the top to view Single Transactions, Recurring Transactions, or Deposited Checks.
2. Use the search bar to find transactions, click enter on your keyboard to search.
3. Print the Activity page by clicking the icon. Export your transactions into a different format by clicking the icon.
4. Click the icon next to the Created, Status, Transaction Type, Account, or Amount columns to sort transactions.
5. Click on a payment, deposit, transfer, or stop payment to view more details.

6. Click the ⋮ icon to perform additional functions, including "Toggle Details" to see additional details on the transaction.

Using Filters

The Activity Center can be customized using various filters. You can also choose up to six columns to displayin order to swiftly find what you're looking for each time.





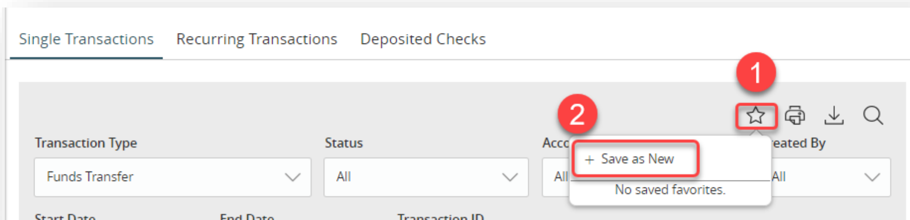
In the **Transfers & Payments** menu, click **Activity Center.**

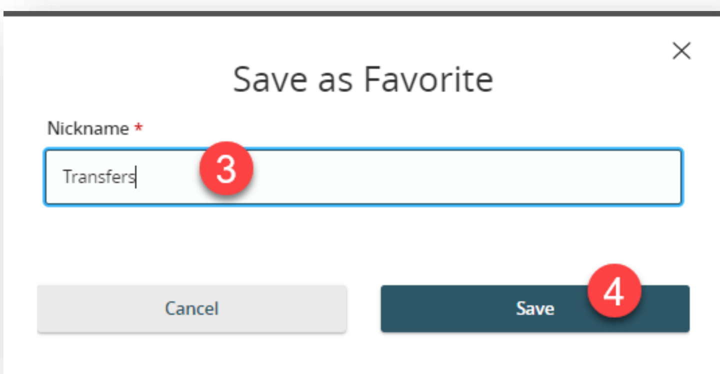
1. Click the icon to create a custom view of your transactions.

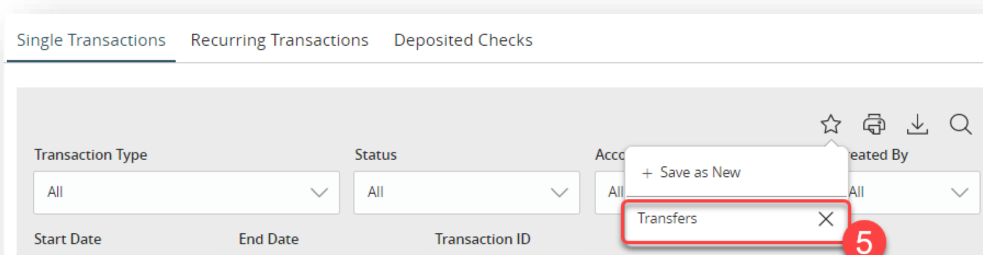
2. Filter the type of transaction using the "Transaction Type" drop-down. Column names with check boxes appear. Select up to six boxes. You can search using any of the fields displayed.
3. Click the Apply button when you are finished

Creating or Deleting Custom Views Using Favorites

After applying specific filters, you can save to Favorites, making it easier and faster to search, print, or export transactions. You can delete Favorites if they are no longer useful.







In the **Transfers & Payments** menu, click **Activity Center.**

1. Click the  icon.

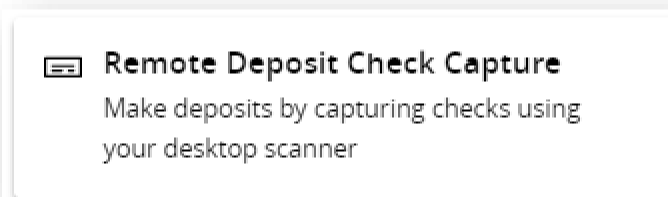
2. Click "+ Save as New" to create a new favorite template.
3. Enter a name for your new custom view.
4. Click the Save button when you are finished.
5. Once saved the favorite filter will show under the ☆ icon. Click the **X** icon to remove a custom view from your Favorites.

Business Services

If you are a business client, you'll have access to a **Business Services** menu within Digital Banking. You'll use this menu to access the following services.

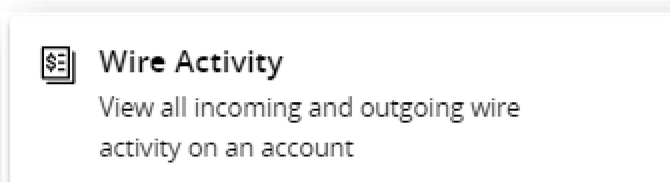
Remote Deposit Check Capture

The menu for Remote Deposit Capture is located under the **Business Services** menu. Click on the **Remote Deposit Check Capture** tile and the Direct Link Merchant website will load.



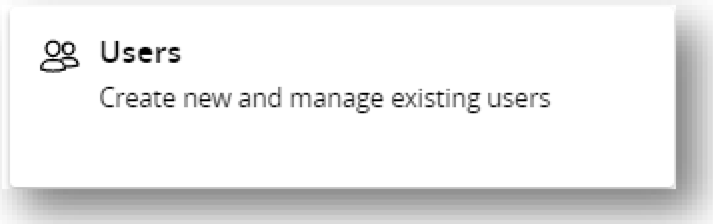
Wire Activity

To view incoming wire activity click on the **Wire Activity** tile.



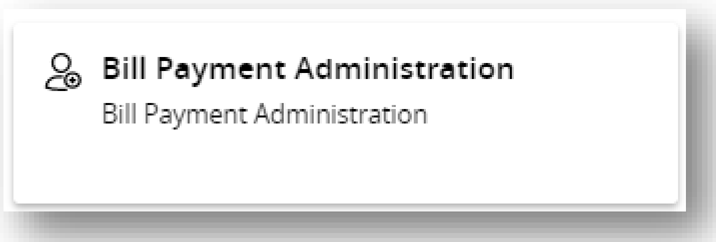
Administration: Users

If you are a system administrator, you'll have access to the **Users** tile under the **Business Services** menu. You will go here to create a new user, edit an existing user or deactivate and delete a user. For more information, please see the Digital Banking Basic Business Administrators Guide.



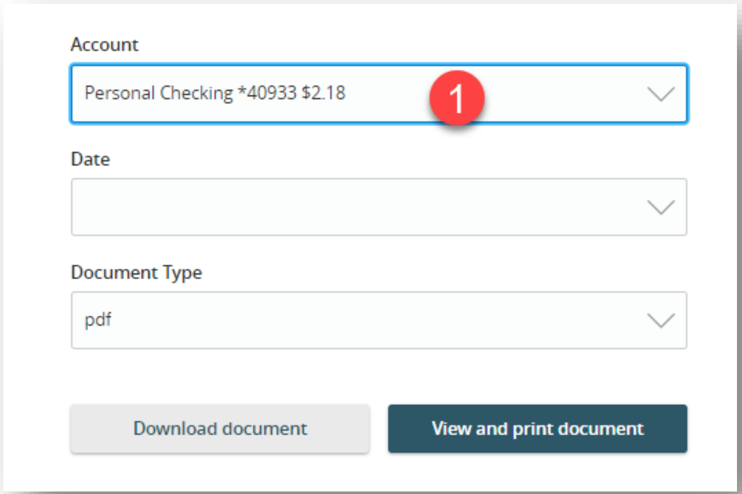
Administration: Bill Payment Administration

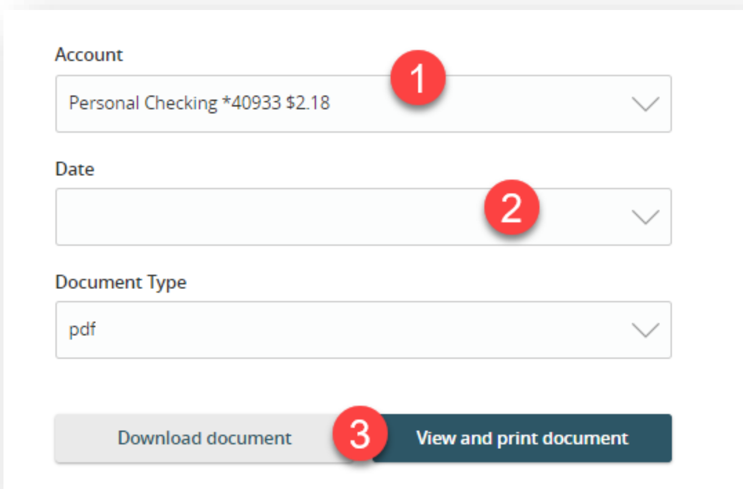
If you are a Bill Payment Administrator, you'll have access to the **Bill Payment Administration** tile under the **Business Services** menu. You will go here to add a new user to Bill Pay and edit their permissions. For more information, please see the Digital Banking Basic Business Administrators Guide.



Online Documents

You can access your eStatements and other online documents easily from the **Account Services** menu.



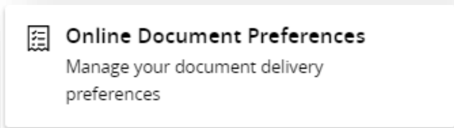


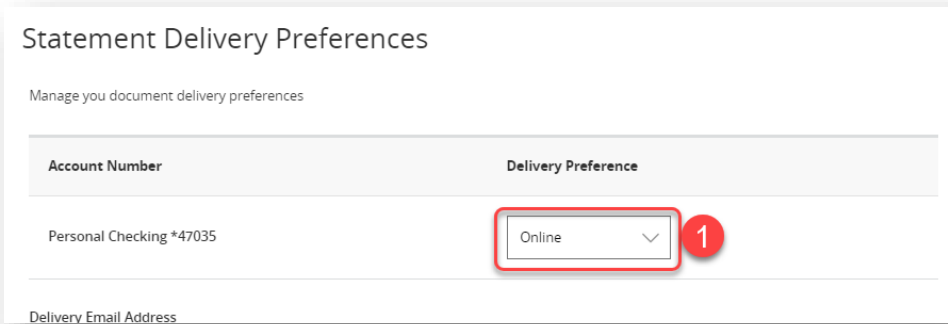
In the **Account Services** menu select the **Online Documents** menu.

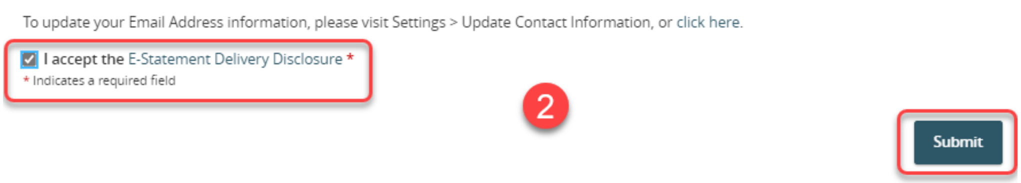
1. Select the account to view online documents.
2. Select the document date for the specific document to view.
3. Select the **Download document** button to download and view the document. Select the **View and print document** button to both view and print the document.

Manage your online document delivery preferences from the **Settings** menu.

In the **Settings** menu select **Online Document Preferences**.



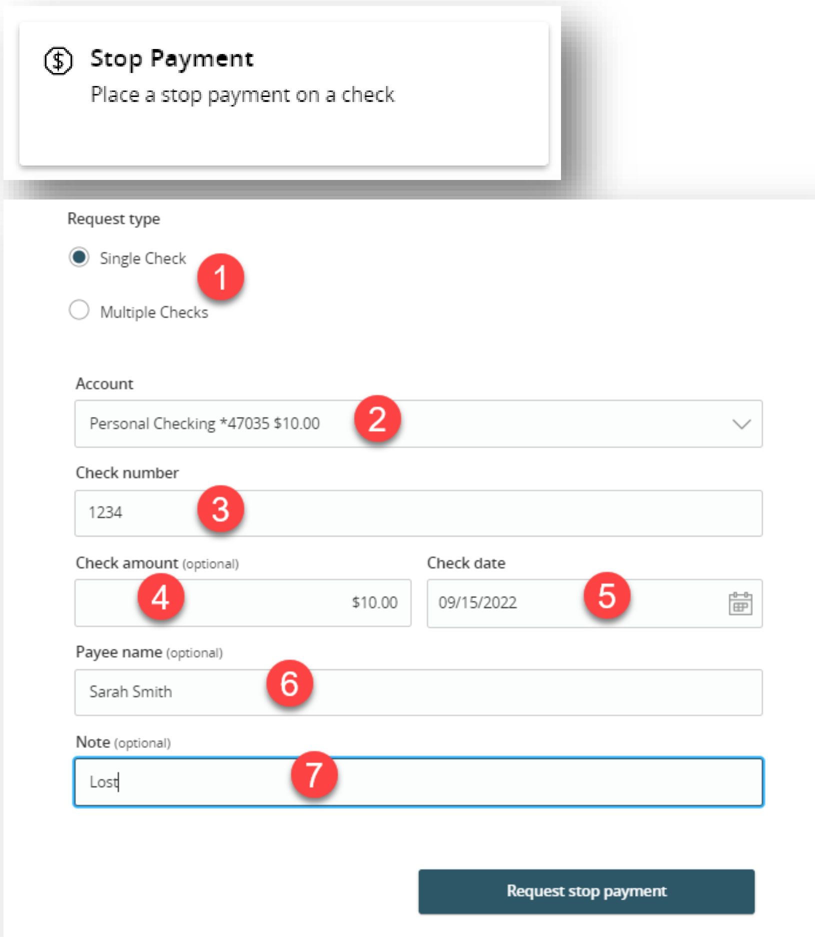




1. You’ll see each of your accounts listed. In the “Delivery Preferences” drop-down select “Paper Statements” or “Online”.
2. If you are changing your preferences to “Online” you must check the box to agree to the **E-Statement Delivery Disclosure** and click the **Submit** button.

Stop Payment Overview

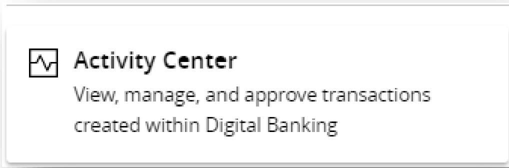
Place a stop payment on a check from the **Account Services** menu. Stop payments are for checks only and are effective for six months. Stop payment fees may apply. For more information on fees, to cancel a stop payment, or to place a stop payment on an ACH transaction, contact Client Care.



In the **Account Services** menu select **Stop Payment**.

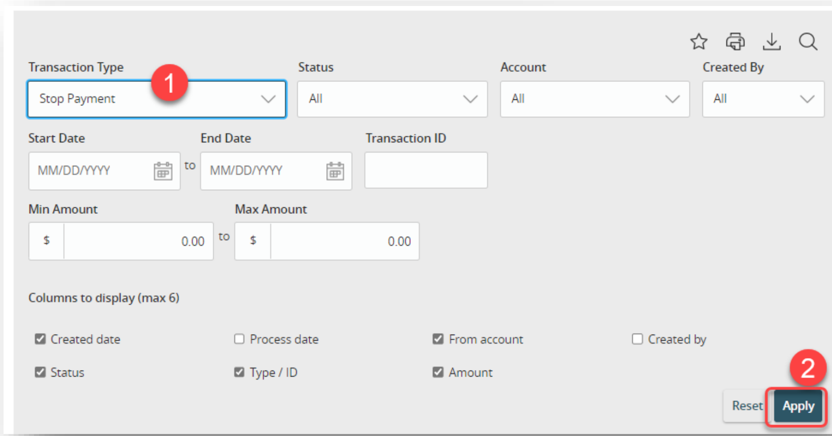
1. Select either “Single Checks” or “Multiple Checks” for the Request Type.
2. Select the account from the “Account” drop-down.
3. Enter the check number.
4. Enter the check amount.
5. Enter the check date.

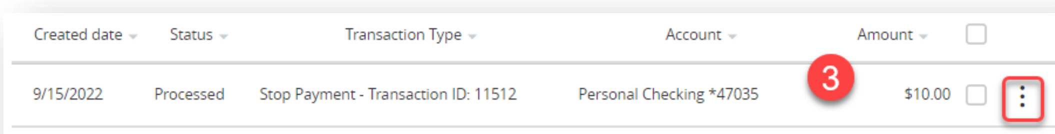
6. Enter the Payee name
7. (Optional) Enter a Note. This note will be visible within online banking when viewing the stop payment details and can be a “reason” for the stop like “lost” or “re-issued”.



Viewing an Existing Stop Payment

View the details on any stop payments placed within digital banking from the Activity Center.





In the **Transfers & Payments** menu select the **Activity Center** menu.

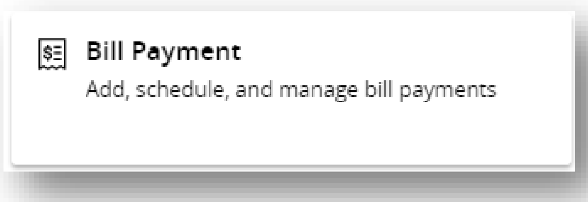
1. To search for stop payments, click the icon and under “Transaction Type” select “Stop Payment”. You can further narrow the search results by entering additional criteria such as amount or a date range.
2. Select the “Apply” button to search.
3. Applicable stop payments will display. To view stop payment details click the ⋮ icon and click “Toggle Details” or click directly on the stop payment.

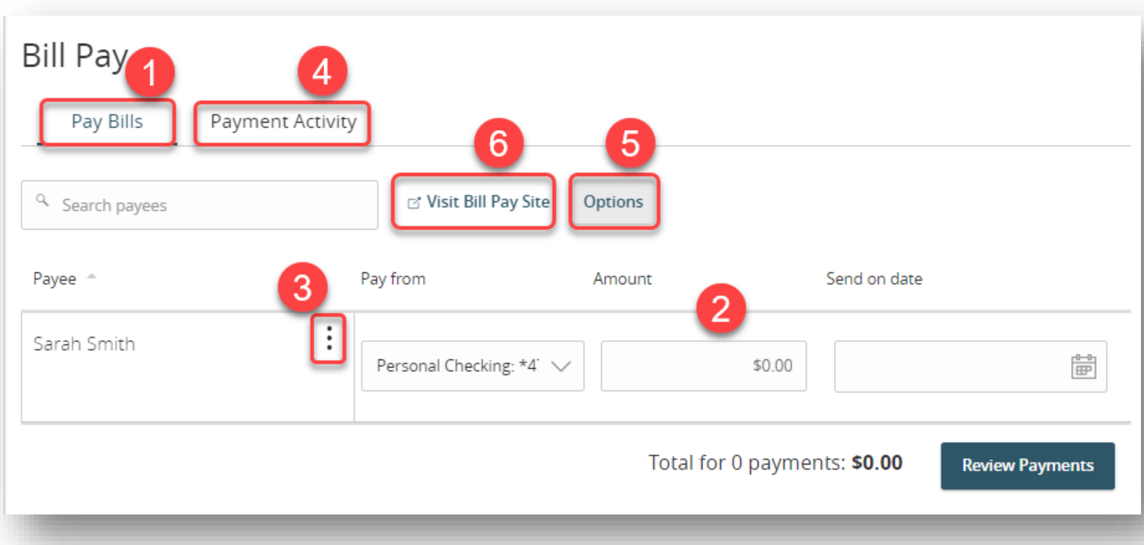
Additional Services

Depending on your company and user rights, you may have access to additional services like Bill Pay or the ezCard system. There are also helpful services available for you to manage your finances like Card Controls or Check Reorder. Review the following for steps on how to locate each service.

Bill Payment

Conveniently add, schedule, and manage bill payments.



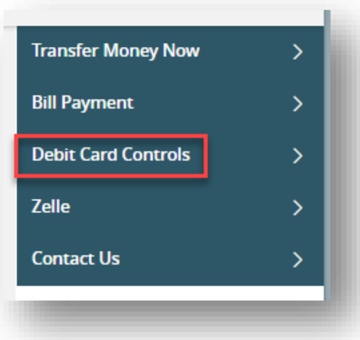


In the **Transfers & Payments** menu select **Bill Payment**.

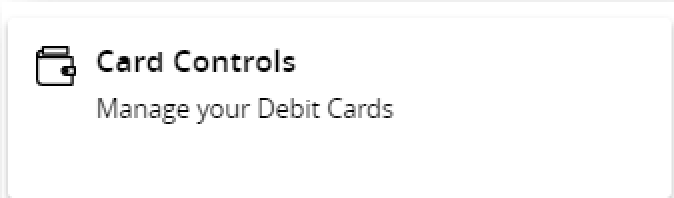
1. Quickly send payments to existing payees from the "Pay Bills" tab.
2. Select "from" account, enter an amount and date next to the payee, and click the **Review Payments** button to proceed with the payment.
3. You can also make a payment by clicking the ⋮ icon next to the payee and selecting "Pay Now". This screen will allow you to select additional applicable delivery methods for your payment.
4. Review recent payments on the "Payment Activity" tab.
5. Select the Options button to edit the "pay from" account used to fund your bill payments.
6. To perform advanced Bill Pay functions, including editing or creating new payees, click **Visit Bill Pay Site** to launch the full Bill Pay website.

Card Controls

View and manage your debit card from the **Debit Card Controls** page conveniently displayed in a multiple locations for quick access. You can disable a card, place a travel notice, reorder a new pin, set alerts, and report a card lost or stolen.



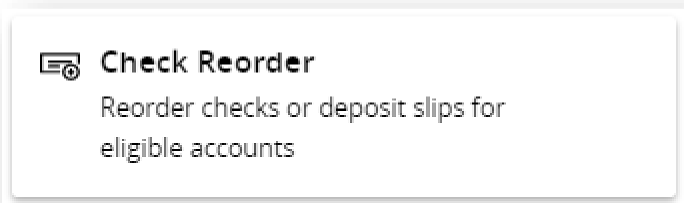
Access the **Card Controls** page from the Quick Links on the right side of the home page.



You can also access the **Card Controls** page from the **Account Services** menu.

Check Reorder

Order checks and deposit slips conveniently from the Check Reorder page.



Access the **Check Reorder** page from the **Account Services** menu.

Help

For assistance navigating digital banking, reach out to our Client Care team.

Phone Number: (844) 261-2548

Email: clientcare@crossfirstbank.com (Reminder: do not send personal or confidential information via email.)