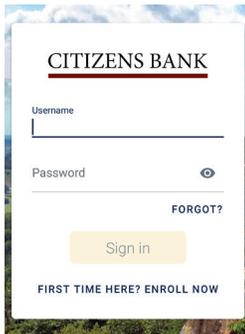
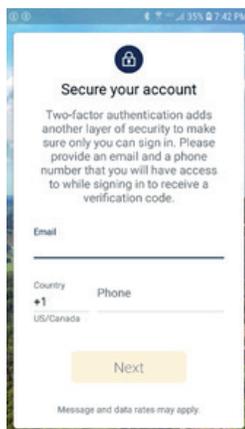


**Use these instructions to guide you through your first log-in to our new Mobile App on or after March 3, 2021**

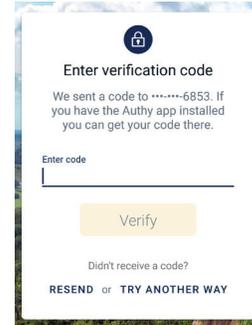
1. First, download the new app from the App Store or Google Play. It will be available at 8:00 am CT on March 3, 2021. Find it by searching for "Citizens Bank-WI".
2. Once you have the new app downloaded, enter your existing Digital Banking username. When prompted, enter your existing password, then tap *Sign in*.



3. You may be prompted to update your password to a new one that meets all of the following criteria:
  - Between 10 and 25 characters in length
  - At least one of each of the following: an upper-case letter, a lower-case-letter, a number, a special character
4. On the *Secure your account* screen, you'll enter an email address and phone number to complete the Two-Factor Authentication process, in which you are sent a verification code. We recommend entering your cell phone number. Click/tap *Next* to continue.



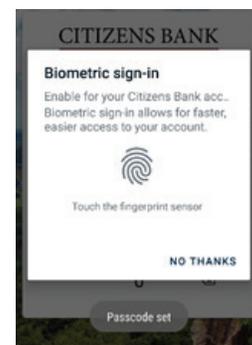
5. You should receive your 7-digit verification code shortly. Enter the code, then tap *Verify*.



6. Next you'll be prompted to read the User agreement. Tap *Accept*, then tap *Yes* on the pop-up, to continue.
7. Then create a 4-digit passcode that you'll use to access the app in the future. Enter it again when prompted.



8. Next you'll have the option to create a Biometric sign-in to log in using your fingerprint. To set this up, press your finger on the sensor – or you can skip this step by tapping *No Thanks*.



9. You are now at your new Mobile App dashboard.

**If you get stuck on any of these steps, please call us at 262-363-6500 and we'll help you through the process.**