

Our new online banking service will go live Monday, August 4.

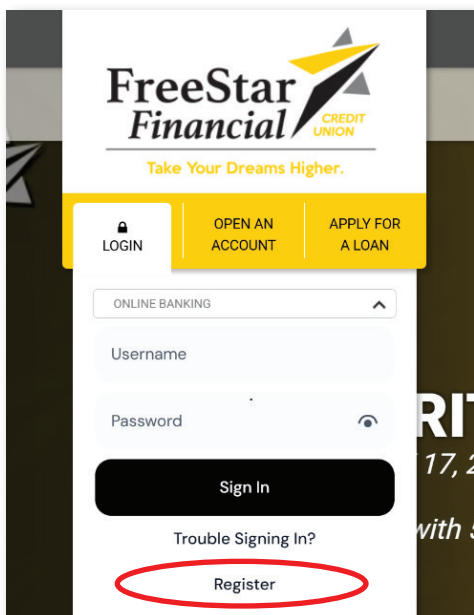
Welcome to FreeStar Financial's new online banking!

We are excited to share our new digital banking experience designed with our members in mind: easier set-up, more functions, easier to use, same great service and support!

The following information will guide you through the initial set-up and enrollment process that each member will need to complete to enable access to our new online banking suite of services. The new online banking service will go live starting Monday, August 4.

Let's get started!

- 1 This is from the FreeStar Financial homepage (freestarfinancial.com). Click Register to begin the new online banking registration process.



- 2 You may choose either option below from the Account Verification Method drop-down menu:
 - a) Member Number
 - b) Debit Card Number

A screenshot of the 'User Information' form. The form has a progress bar at the top with three steps: '1 Step 1 Verify', '2 Step 2 Setup', and '3 Step 3 Finalize'. The 'Verify' step is currently active. The form contains several input fields: 'Account Type*' (dropdown menu with 'Personal' selected), 'Account Verification Method*' (dropdown menu with 'Member Number' selected), 'Member Number*' (text input field with 'Member Number' entered), 'Last 4 digits of SSN*' (text input field with 'Last 4 digits of SSN' entered), and 'Date of Birth*' (calendar icon with 'Select a Date' text).

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3 Enter the following information and then click Verify:

- a) Member number or debit card number based on selection above.
- b) Last four digits of your SSN.
- c) Your date of birth.
- d) Click Accept Terms and Conditions.

4 A verification code will be sent to the email address on file. You will also receive a text message if you have a cell phone number on file. Enter that code on the verification screen.

< Verification

Step 1 Verify Step 2 Setup Step 3 Finalize

For your security, we need to verify who you are.

Please enter the verification code that we are sending to your contact methods.

If you do not receive a code, it indicates that you entered one or more of the fields incorrectly.

Remember, sometimes an email will end up in your "Junk" or "Spam" folder.

Verification Code

Verification Code

Submit

If you do experience any difficulties during set-up, sign-in, or during use and need assistance, please contact the FreeStar member services team:



- Email: MemberServices@FreestarFinancial.com
- Call: 586-466-7800, Option 5

5 Complete the Login Setup screen:

- a) Preferred username
- b) Password
- c) Confirm password

< Login Setup

Step 1 Verify Step 2 Setup Step 3 Finalize

Username* View Requirements

Username

Password* View Requirements

Password

Confirm Password*

Confirm Password

Submit

Step 1 Verify Step 2 Setup Step 3 Finalize

Username* Hide Requirements

Username

× Must be between 5 and 20 characters.

Valid characters: abcdefghijklmnopqrstuvwxyzABCDEFGHIJKLMNOPQRSTUVWXYZ0123456789-._@+

Password* Hide Requirements

Password

× Must be 10 to 40 characters.

× Must have at least 2 letters

× Must have at least 1 lower case characters.

× Must have at least 1 upper case characters.

× Must not repeat a character more than 4 times.

× Must have at least 1 unique characters.

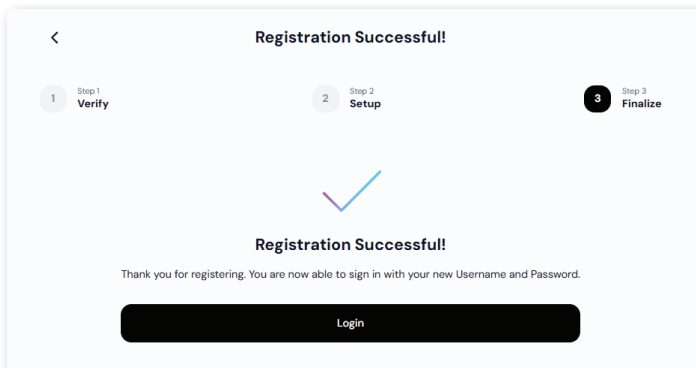
× Must have at least 1 special characters.

× Special Characters allowed: !@#\$%^&*~_-@\$/+=~\''

× Your password must have additional numeric characters.

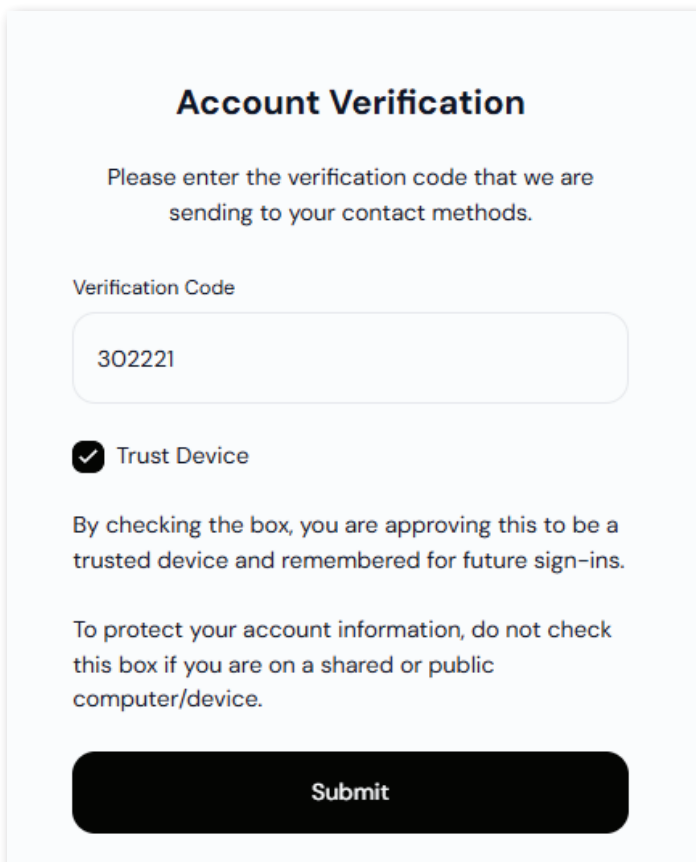
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- 6** You will see a Registration Successful screen that will redirect you to log back in with your newly established credentials.



The screenshot shows a 'Registration Successful!' screen. At the top, there's a progress bar with three steps: 'Step 1 Verify', 'Step 2 Setup', and 'Step 3 Finalize'. Step 3 is highlighted with a black circle. Below the progress bar, there's a large blue checkmark. The text 'Registration Successful!' is centered, followed by a smaller line: 'Thank you for registering. You are now able to sign in with your new Username and Password.' At the bottom, there's a black button labeled 'Login'.

- 7** You will receive another verification code after you log in. That code will again go to the email address or phone number on file. Click the Trust Device checkbox if you want the program to remember your device for future sign-ins.



The screenshot shows an 'Account Verification' screen. The title 'Account Verification' is at the top. Below it, the text says: 'Please enter the verification code that we are sending to your contact methods.' There's a label 'Verification Code' above a text input field containing '302221'. Below the input field, there's a checkbox labeled 'Trust Device' which is checked. Underneath, there's a paragraph: 'By checking the box, you are approving this to be a trusted device and remembered for future sign-ins.' Another paragraph follows: 'To protect your account information, do not check this box if you are on a shared or public computer/device.' At the bottom, there's a black button labeled 'Submit'.

**You are now set up
and ready to go!**

**Enjoy the newly expanded and enhanced
member experience!**

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- Call: 586-466-7800, Option 5



Take Your Dreams Higher.