



How to Set Up and Manage Alerts

You can enable, disable, and update various alerts for specific activity withing cwb.digital.

The Alert categories are:

1. Transaction & Payment:
 - a. **Bill Payee:** An alert is sent when a registered payee is added.
 - b. **Interac e-Transfer:** An alert is sent when a registered payee is added.
 - c. **Approval Alerts:** An alert is sent for pending approvals and transactions about to expire (Between Accounts, Interac E-Transfer, Bill Payment, and CRA Business Taxes)
2. Account:
 - a. **Minimum Balance:** An alert is sent when the available account balance is below the set threshold amount.
 - b. **Minimum Available Credit:** An alert is sent when the available line of credit balance is below the set threshold amount.

All alerts allow you to select **four (4) communication channels** in which you receive alerts, via:

- SMS/Text to your smartphone device
- Push Notification an alert (typically a pop-up or other message) generated by the cwb.digital app even when the app is not open on your device
- Notification Centre: Alerts appear in cwb.digital's Alerts Messages which can found by clicking on the flag icon on the top-right  or under Messages > Alerts in the Main/Hamburger menu .
- Email to the email you have provided under Profile settings.

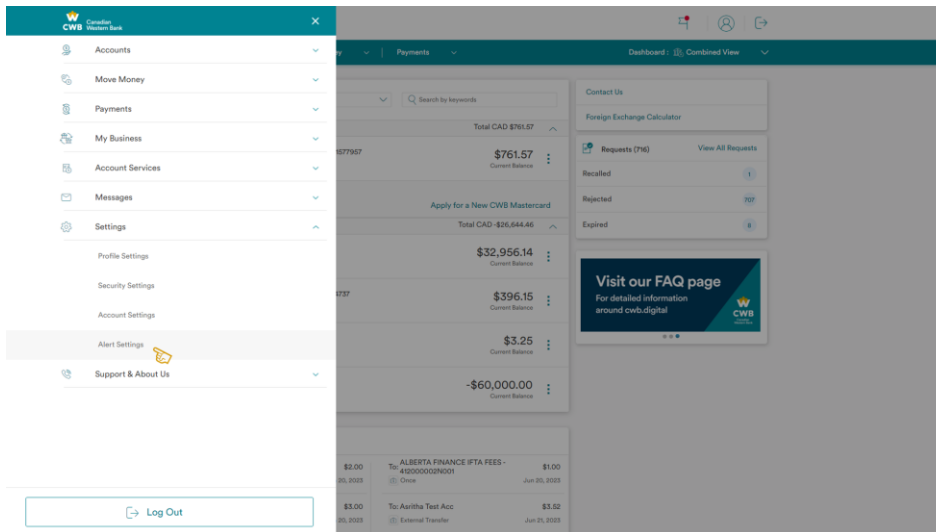
To enable Alerts, you can follow these same steps for each of the three (3) Alert categories. This is an example for updating Security Alerts.

1. From the banking page, click on the Main/Hamburger Menu: . You can also click on the

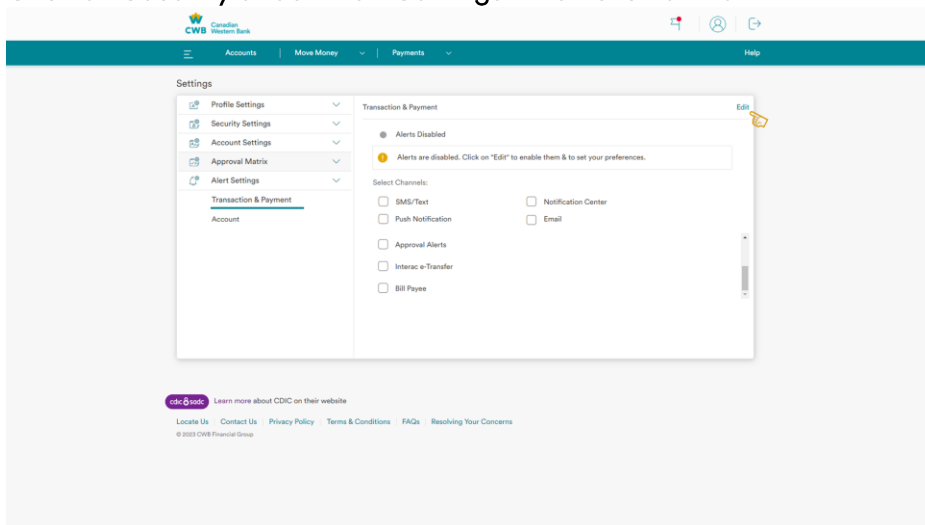


Settings icon on the top right.

2. Click on Alert Settings.



3. Click on Security under Alert Settings. Then click on Edit.

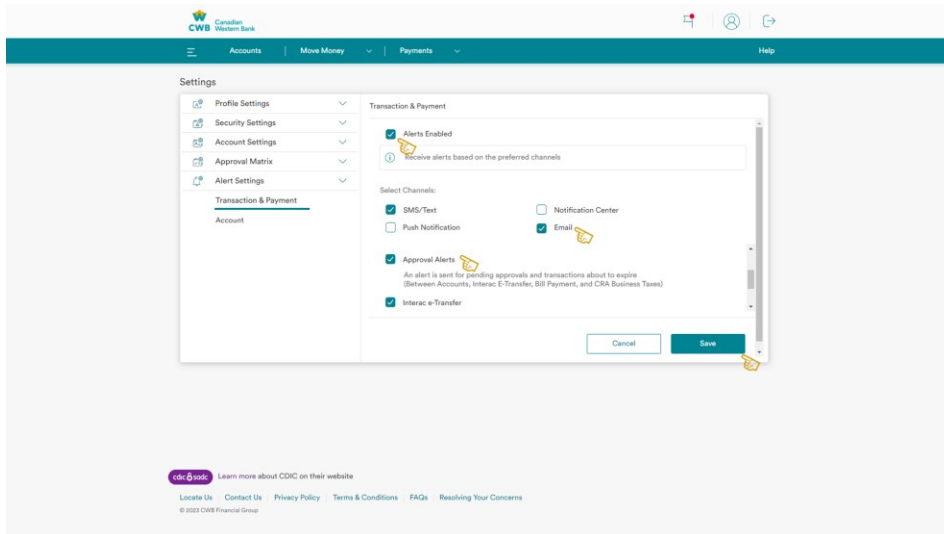


4. Click on the Alerts Enabled checkbox.

Select your preferred communicated channels: SMS/Text, Notifications Center, Push Notification, Email.

Select which Alerts to be enabled. For example, Approval Alerts, Interac e-Transfer, Bill Payee.

Click Save.



5. Alerts are now updated and enabled.

