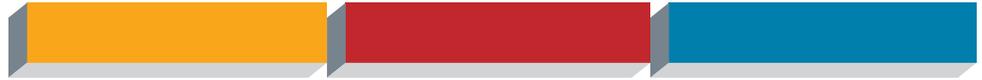


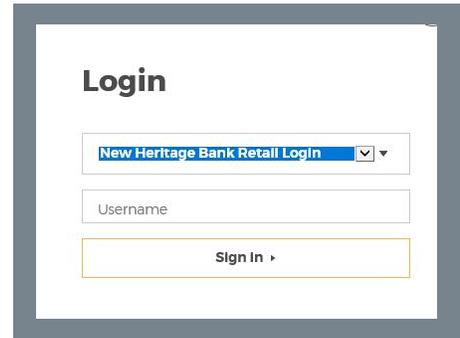
Retail Online Banking Instructions



Username:

Temporary Password:

1. Go to www.tcbssb.com
2. Click on the Login icon and link
3. Select the "New Heritage Bank Retail Login" from the dropdown menu
4. Enter your Username, then click on Sign In
5. Enter your Temporary Password



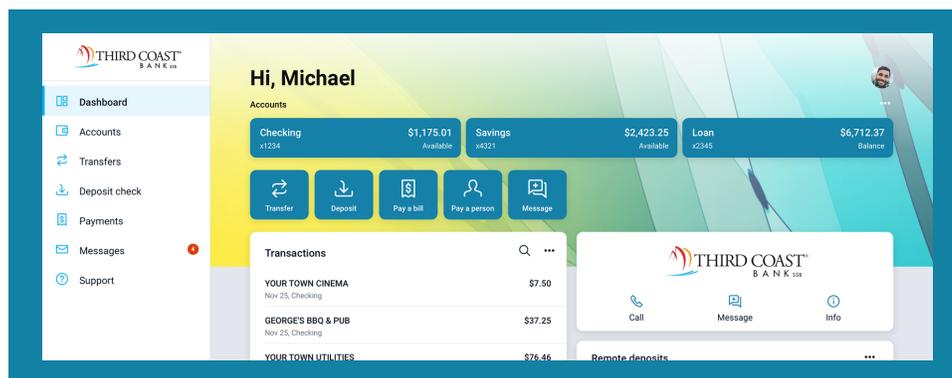
The screenshot shows a login form titled "Login". At the top, there is a dropdown menu with "New Heritage Bank Retail Login" selected. Below the dropdown is a text input field labeled "Username". At the bottom of the form is a "Sign In" button with a right-pointing arrow.

You will be asked to change your Password. The new password must be between 8 and 25 characters in length, and must contain; 1 letter, 1 number, and 1 special character (+_!\$*~). Your new password may not match your username, may not match any of the previous 4 passwords, and may not contain spaces.

You will be asked to secure your account with Two-Factor Authentication. Provide an email and phone number that you will have access to while signing in to receive a verification code.

You will be asked to agree to the User Agreement for online banking.

View of the Online Banking Dashboard



For further assistance, please call our Service Center at 1-833-844-7708