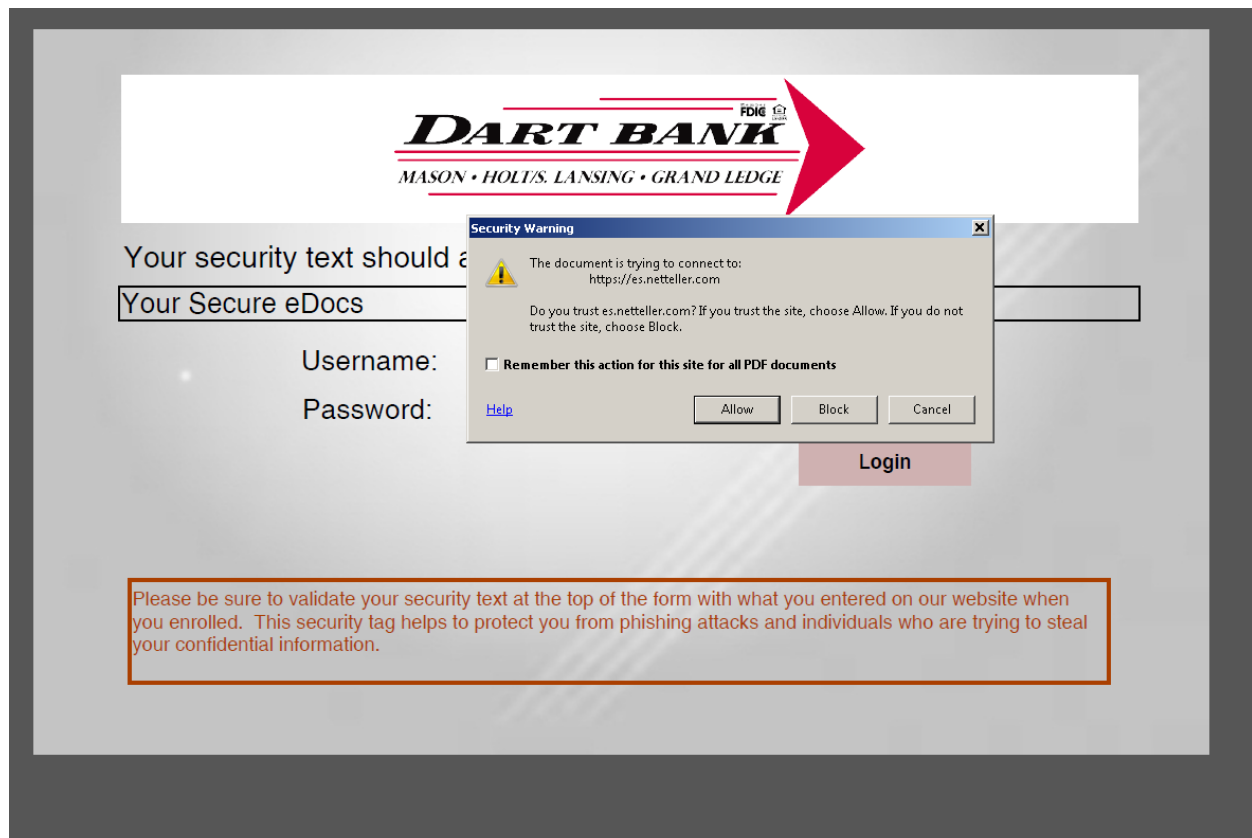


What the Additional Recipient Sees When Retrieving a Statement

- They will receive an email that has an attachment that they have to click on.
- They will see a “log-in shell” that asks them for the user name and password that the owner (The Dart Bank customer) of the statement has established for them. The Username is case sensitive. The bank does not manage the Additional Recipients, this is done strictly thru the owners (our customers) Additional Recipient function within Dart Express Net.
- The phrase that populates in the security text field is the text that the owner sets up in the Email Settings function within their Dart Express Net.
- After the Additional Recipient enters their Username and Password, a box comes up that tells them that it is connecting to netteller.com. They have to click Allow to see the statement.



- If the Additional Recipient entered incorrect information, the following error will be displayed:

Authentication Failed

Invalid Dart Express Net ID or Password

[Close this document to try again](#)

- They will also see the following for additional information:

[CLICK HERE FOR MORE INFORMATION](#)

- This will give them some information as to why they may not be able to view the statement:

Quick Help
<p>Invalid ID or Password Invalid user logon ID or password; please re-enter the user ID or password</p>
<p>Password Expired Your logon password expired; please go to your financial institution web site to reset the password or contact your financial institution for assistance</p>
<p>Account Locked Out Your account has been locked out; please go to your financial institution web site to reset the password or contact your financial institution for assistance</p>
<p>Dormant Account Your account has been suspended due to inactivity for a period of time; please contact your financial institution for assistance</p>
<p>Unable to log you in at this time We are unable to process logon request at this time; please try again later or contact your financial institution for assistance</p>
<p>System Error Please try again later. If the problem still exists, contact your financial institution for assistance</p>

- The Additional Recipient will have to call the owner of the statement (our customer) to verify the Username or Password. Our customer can sign into their Dart Express Net and make changes in the Additional Recipient function within the eStatements tab.

When our customer sets up Additional Recipients, our customer as well as the Additional Recipients receives the same email when the statement cuts. Our customer can choose to view their statement using the login shell or they can log into Dart Express Net to view their statement.

The Additional Recipients do not have access to our customers' Dart Express Net, only the login shell that allows them to see the statement.