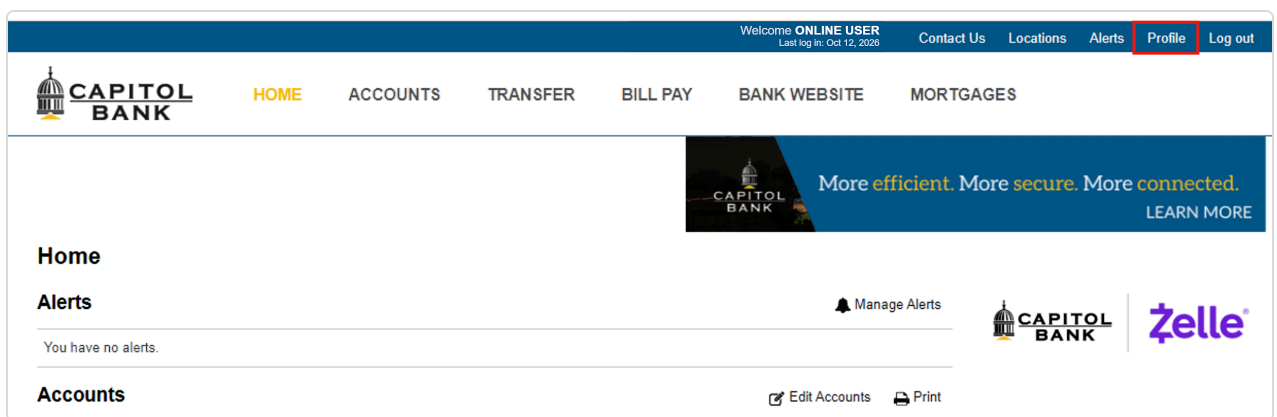


Confirm your contact information

Keep the phone numbers and email address on your profile up to date.

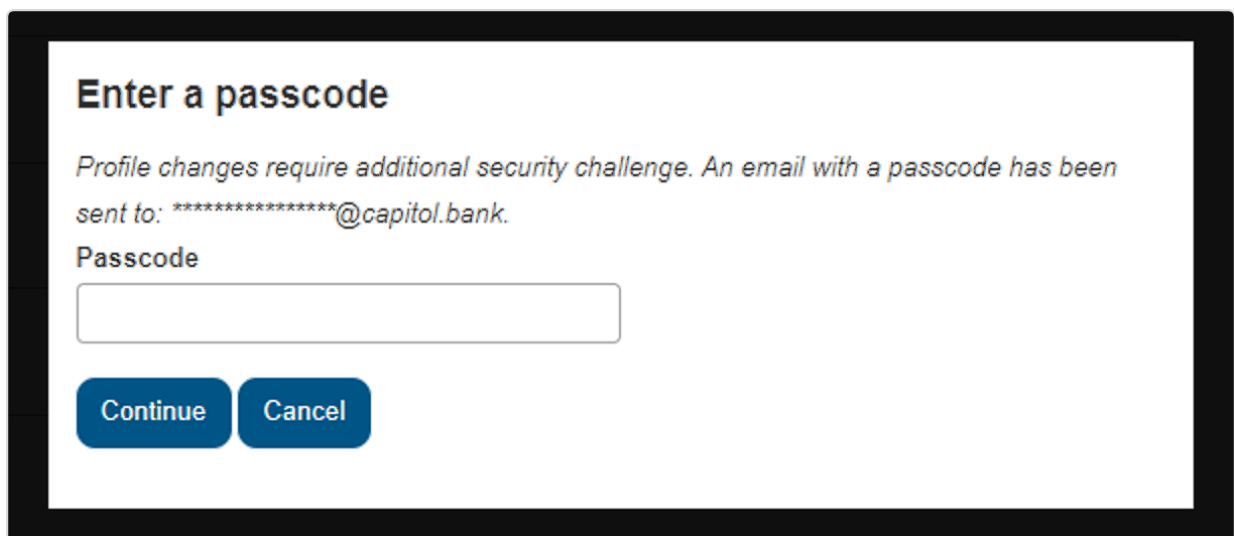
STEPS Update your profile

- 1 Sign in to Online Banking and select **Profile** in the upper-right corner.



- 2 To protect your account, we'll email a passcode to the address on file. The code is valid for 15 minutes.

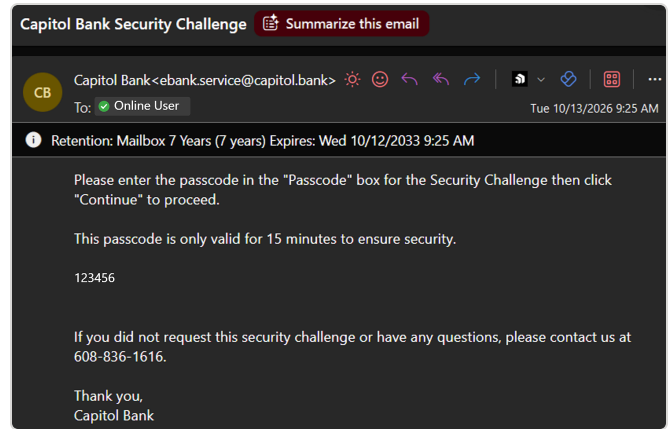
Note If you can't access that email, call us for help.

A screenshot of a security challenge screen titled 'Enter a passcode'. The text reads: 'Profile changes require additional security challenge. An email with a passcode has been sent to: *****@capitol.bank.' Below this is a text input field for the passcode. At the bottom are two buttons: 'Continue' and 'Cancel'.

STEPS Update your profile (continued)

3 Open the **Capitol Bank Security Challenge** email, then enter the passcode and select **Continue**.

Tip Don't see it? Check your spam or junk folder. Passcodes are sent by email only; text isn't available at this time.



4 Select **Edit** to update your email address or phone numbers.

- **Home phone** — for most people, this is a cell phone number
- **Work phone** — optional

Select **Save** when you're finished.

Profile

Password
Edit

Challenge questions
Edit

Email

Email address
online.user@example.com

New email address *

Confirm email address *

* Indicates required field

Save Cancel

Security Challenge
Edit

Phone

To update your phone numbers, please enter it below and save your changes. Please contact Online Banking Support with any questions.

Home phone *

Work phone

Work extension

Save Cancel