

Alerts

Keeping your users in the know about their finances is important. That's why we've designed Alerts that are personal and customizable, both in the types they receive and when and where they receive them.



Account Alerts

Reduce overdrafts and unwanted charges for your users by keeping them informed of low balances or large transactions when they occur. They can even set unique alert notifications for each card holder on the account based on location, merchant, transaction types, or spending limits.



User Alerts

Users can set alerts beyond specific accounts, so they can rest easy knowing they'll be notified when there are changes to their contact information or password, or if there is a login from an unknown device.



Fraud Prevention

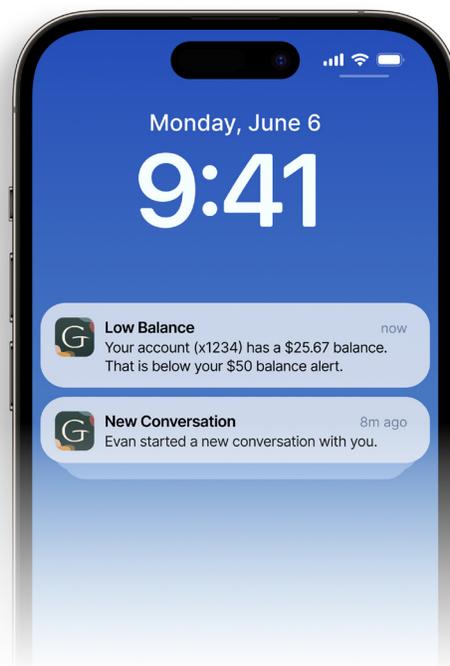
Deliver timely alerts for suspicious activities and empower your users to take immediate action, significantly reducing the risk of unauthorized transactions and enhancing overall security.



Alerts

In every great relationship, communication is key, and banking is no exception. Your users want to stay on top of their finances, and we believe that good alerts should be timely, accessible, descriptive, and actionable.

Banno offers an always-growing set of customizable alert types. And because the platform is always running a continuous cycle that checks for new alerts to be sent, users receive notifications within minutes of activity.

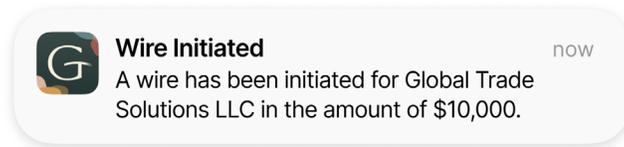


customizing alerts is key

Different information is important to different accountholders. That's why users can choose from several types of alerts, decide where they want to receive a notification, and even set their own thresholds for certain alerts. And of course, as the financial institution, we give you complete control over which alert types and communication channels you give your users access to.

Alert Types

Awareness of account activity arms users against unauthorized charges and balances that threaten overdrafts. Alerts can also help users know if there's been suspicious activity, like logins from unrecognized devices or change to their account details. Your card holders can choose to receive alerts about certain types of card activity such as location, merchant, or transaction types.



Thresholds

Users can set their own thresholds for their balance and transaction alerts. For example, a user can set their balance alerts to notify them when their account exceeds \$1,000 and when it dips below \$100. They can even set up multiple alerts if they'd like.

Alerts and cards

Balance Transaction

You do not have any alerts saved.

Notify me when my balance is :

under ▾ \$ 100

Notify by:

Text (123) 456-7890 Email emma@example.com In-App Message

Need to update your contact information?

[Cancel](#) [Add alert](#)

Delivery

Just as important as setting up the alert is choosing where it's received. Users can choose to be emailed, texted, or sent push notifications to their phones if they have your mobile app. And to respect your users' time, push notifications are not sent during what we call "quiet hours" (the middle of the night).

communication made easy

Interested in a full list of detailed alerts? Let's talk about this together.
digitalexperience@jackhenry.com

For more information about Jack Henry, visit [jackhenry.com](https://www.jackhenry.com).