



## Personal Online Banking Online Certificates of Deposit (CD) Service *Enrollment Guide*

Mercantil Commercebank's new Online CD Notices Service offers you a better way to receive bank notifications on your Certificate of Deposits through our Personal Online Banking Service – and an easier, faster and more secure way to keep track of maturities, automatic renewals, interest disbursements and rate changes.

The Online CD Notices Service replaces regular paper notifications and provides confidentiality and security protection by reducing the possibility of identity theft associated with these getting lost or stolen in the mail.

We invite you to enroll in the Online CD Notices Service by following the simple steps outlined in this guide.

# Getting Started

## Log In and View Account Information

1. Go to [www.mercantilcb.com](http://www.mercantilcb.com) and log in to Personal Online Banking.
2. Once on the **Account Summary** page, ensure that the Certificate of Deposit you would like to set up for this service appears under the **Investments Section** as indicated below.

**Account Summary** May 13, 2010  
Welcome USERID USERID Last Login: May 13, 2010 08:57 AM (EST)

To view detail on a specific account, please click on the account number link.

ASSETS					
Bank	Account Name	Account Type	Account Number	Available Balance	Current Balance
Mercantil Commercebank	ZZZ	Money Market	*****9312	11,937.64	11,937.64
				<b>Total</b>	<b>11,937.64</b>

INVESTMENTS					
Bank	Account Name	Account Type	Account Number	Available Balance	Current Balance
Mercantil Commercebank	CERTIFICATE DEPOSIT 1	Certificate of Deposit	*****4321		10,000.00
Mercantil Commercebank	CERTIFICATE DEPOSIT 2	Certificate of Deposit	*****9101		10,000.00
				<b>Total</b>	<b>20,000.00</b>

- a. If the CD appears, proceed to the **Enrolling Your CD for the Online CD Notices Service** section of this guide.
- b. If the CD does not appear, select the **Add/Remove Accounts** option from the **Customer Service** menu. Enter the account number, account name, select the account type and the agency from the drop down and click **Continue**. Your CD Account should appear on the Account Summary page within 24 hours, at which time you can proceed to the **Enrolling Your CD for the CD Notices Service** section of this guide manual to set up your account for this service.

**Customer Service - Add/Remove Accounts** July 13, 2010

USERID USERID

**Add Account**

Account Number	Account Name	Account Type	Agency
<input type="text"/>	<input type="text"/>	Checking Account	Mercantil Commercebank, NA

**Remove Account**

Please select the corresponding checkbox appearing to the right of the account you wish to remove from the service. Your selection will only remove the account from your Online Banking profile. An account, which has been selected for removal will be available if you wish to add it to the service again at a later date.

Registered Accounts				
Bank	Account Name	Account Type	Account Number	Remove Account
Mercantil Commercebank	USERID USERID	Checking Account	*****1206	<input type="checkbox"/>

[CONTINUE](#)

## Enrolling Your CD for the Online CD Notices Service

1. Select the **Online CD Notices** option from the **Special Services** menu and click on the **Manage Notices** from the dropdown menu.

**Account Summary** May 13, 2010  
Welcome USERID USERID Last Login: May 13, 2010 08:57 AM (EST)

To view detail on a specific account, please click on the account number link.

ASSETS					
Bank	Account Name	Account Type	Account Number	Available Balance	Current Balance
Mercantil Commercebank	ZZZ	Money Market	*****9312	11,937.64	11,937.64
				<b>Total</b>	<b>11,937.64</b>

INVESTMENTS					
Bank	Account Name	Account Type	Account Number	Available Balance	Current Balance
Mercantil Commercebank	CERTIFICATE DEPOSIT 1	Certificate of Deposit	*****4321		10,000.00
Mercantil Commercebank	CERTIFICATE DEPOSIT 2	Certificate of Deposit	*****9101		10,000.00
				<b>Total</b>	<b>20,000.00</b>

- Select the Certificate of Deposit (CD) account(s) you would like to register for electronic delivery by clicking on the **Add** account option to the right of the account number column from the **Manage – Online CD Notices** screen and click the **Add** button.

**Manage - Online CD Notices** May 13, 2010

USERID USERID

**Add Accounts**  
Select the account you would like to register for electronic delivery by clicking on the **Add** account option to the right of the account number.

Bank	Account Name	Account Type	Account Number	Add
Mercantil Commercebank	CERTIFICATE DEPOSIT 1	Time Deposit	*****4321	<input type="radio"/>
Mercantil Commercebank	CERTIFICATE DEPOSIT 2	Time Deposit	*****9101	<input checked="" type="radio"/>

**Update Accounts**  
Select the account you would like to update for electronic delivery and click on the **Update** button.

Bank	Account Name	Account Type	Email Notification Address	Account Number	Update
					<input type="checkbox"/>

- Once account has been selected, you will be prompted to the **Manage – Online CD Notices – Add Account** screen. Enter a valid address where you would like to receive an email enrollment confirmation notice and press **Next**.

**Manage - Online CD Notices - Add Account** May 13, 2010

USERID USERID

Please enter the e-mail address to which you would like to be notified when the account notice is ready to be viewed and press **Next**.

Bank	Account Name	Account Type	Account Number
Mercantil Commercebank	CERTIFICATE DEPOSIT 2	Time Deposit	*****9101

Notification E-mail Address:

Please Reenter the E-mail Address:

If you have problems with the @ character, please click here [@](#)

**Note:** Please be advised that the Notification E-mail address entered will be linked to the account displayed above and it will not replace the existing e-mail address we may have on file. Additional changes to your existing profile can be made through the "Update Information" option from the "Customer Service" menu.

- You will now see the **Online Statement Agreement** screen, which sets forth the terms and conditions governing the Mercantil Commercebank online statement service. To continue the registration process of your Online CD Notices, click the **Accept** button. This will complete the registration process.

**Manage - Online CD Notices - Add Account** May 13, 2010

USERID USERID

**Mercantil Commercebank Online Statement Agreement**

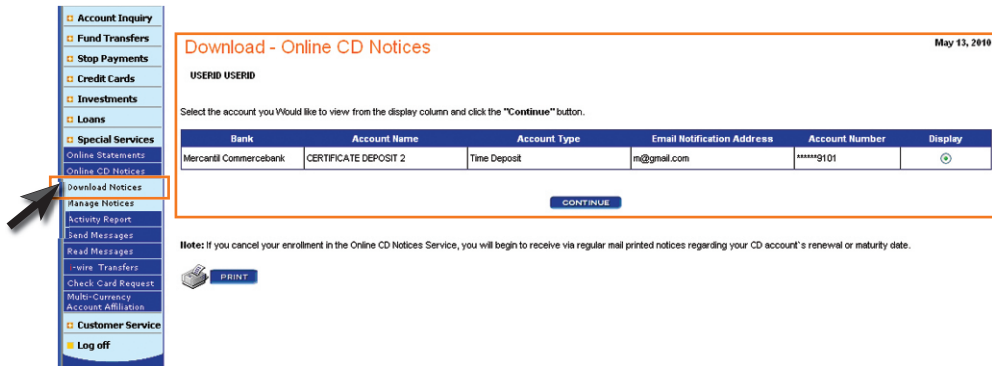
This Online Statement Agreement sets forth the terms and conditions governing Mercantil Commercebank's Online Statement service (the "Service"). In this Agreement, "you," "your," and "yours" mean the owner(s) of the account and any other authorized user(s) of the Service. The words "we," "us," "our," and "Mercantil Commercebank" mean Mercantil Commercebank, N.A. The word "account" means any one or more checking or savings accounts for which the Service is provided; however, you will need to sign up each account separately for the Service. The term "Online Statement" means an electronic statement of account made available to you online in accordance with the provisions of this Agreement. By clicking on "I Accept" at the end of this Agreement and each time the Service is used, you (and, if more than one, each of you jointly and severally) agree to the following terms and conditions. With any personal computer that meets the minimum requirements, you may electronically access your monthly statement of account by using your own personal access code for Online Banking.

The current minimum requirements are: (i) your status as a Mercantil Commercebank Online Banking customer, (ii) Pentium or

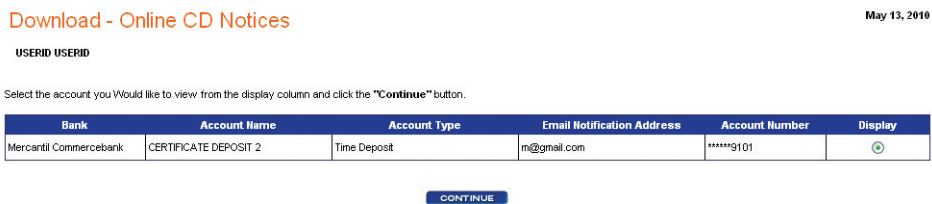
For security reasons, you will be receiving an e-mail confirmation notice to the e-mail address you entered within 24 hours. Should you not receive an email confirmation of enrollment within 24 hours, there is a possibility that we were unable to process the enrollment request. We ask that you please register once again and submit a valid email address by way of the Manage Online CD Notices screen. Your notice will appear online as of your next notice cycle.

# Viewing Your Online CD Notices Once Enrolled

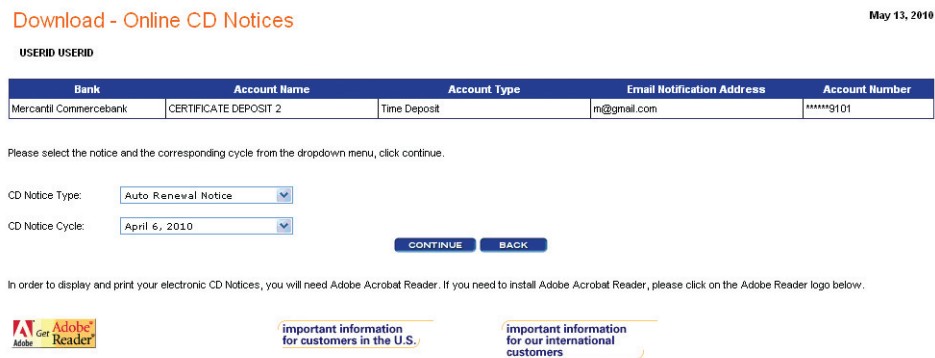
1. Go to [www.mercantilcb.com](http://www.mercantilcb.com) and log in to Personal Online Banking.
2. Select the **Online CD Notices** option from the **Special Services** menu and click on the **Download Notices** displayed within the **Online CD Notices** dropdown menu.



3. Select the account you would like to view from the **Display** column and click the **Continue** button.



- a. Select the CD notice type and corresponding cycle from the dropdown menu and click the **Continue** button.



4. You will now be able to view your online CD Notice(s) in .PDF format.

# Updating the E-Mail Address linked to Your Online CD Notices

1. If you have enrolled onto the Online CD Notices Service and would like to make changes to the e-mail address on record, log in by using steps 1-4 under the **Log in** and **View Account Information** section of this guide.

Select the **Online CD Notices** option from the **Special Services** menu and click on the **Manage Notices** option displayed within the **Online CD Notices** dropdown.

**Manage - Online CD Notices** May 13, 2010

USERID USERID

**Add Accounts**  
Select the account you would like to register for electronic delivery by clicking on the **Add** account option to the right of the account number.

Bank	Account Name	Account Type	Account Number	Add
Mercantile Commercebank	CERTIFICATE DEPOSIT 1	Time Deposit	*****4321	<input type="radio"/>

**Update Accounts**  
Select the account you would like to update for electronic delivery and click on the **Update** button.

Bank	Account Name	Account Type	Email Notification Address	Account Number	Update
Mercantile Commercebank	CERTIFICATE DEPOSIT 2	Time Deposit	m@gmail.com	*****9101	<input type="radio"/>

2. Select the account you would like to update from the **Update Accounts** section and click the **Update** button from the **Manage - Online CD Notices** screen.

**Manage - Online CD Notices** May 13, 2010

USERID USERID

**Add Accounts**  
Select the account you would like to register for electronic delivery by clicking on the **Add** account option to the right of the account number.

Bank	Account Name	Account Type	Account Number	Add
Mercantile Commercebank	CERTIFICATE DEPOSIT 1	Time Deposit	*****4321	<input type="radio"/>

**Update Accounts**  
Select the account you would like to update for electronic delivery and click on the **Update** button.

Bank	Account Name	Account Type	Email Notification Address	Account Number	Update
Mercantile Commercebank	CERTIFICATE DEPOSIT 2	Time Deposit	m@gmail.com	*****9101	<input type="radio"/>

3. Once selection is completed, click **Update** to change the e-mail address, where you will receive your enrollment confirmation for this service.

**Manage - Online CD Notices** May 13, 2010

USERID USERID

**Update Account**

Bank	Account Name	Account Type	Account Number
Mercantile Commercebank	CERTIFICATE DEPOSIT 2	Time Deposit	*****9101

Notification E-mail Address: m@gmail.com

Press **Update** if you wish to change the notification e-mail address when notices are available for viewing.  
Press **Delete** if you wish to stop receiving monthly electronic notices from the account, and start receiving paper notices.



## Getting Help

Should you have any questions regarding the Online CD Notice Service, please contact Mercantil Commercebank at:

### Online Support Call Center

Toll-free from the U.S.:	1-866-806-8125
Toll-free from Venezuela:	0-800-100-5469
From other Locations:	305-629-1260

### Hours of Operation

7 a.m. – 12 midnight, Monday through Sunday EST