

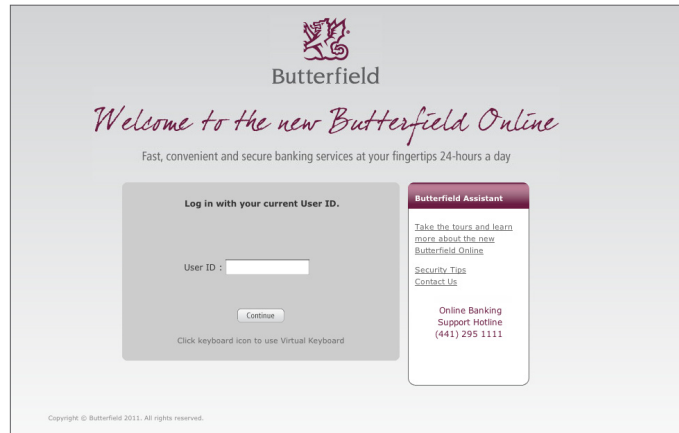


# Butterfield

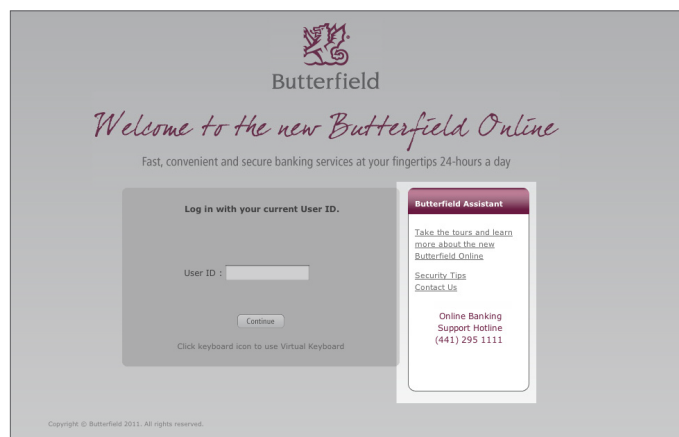
## Butterfield Online - Tours: Required Setup

Butterfield's online banking service has been upgraded!

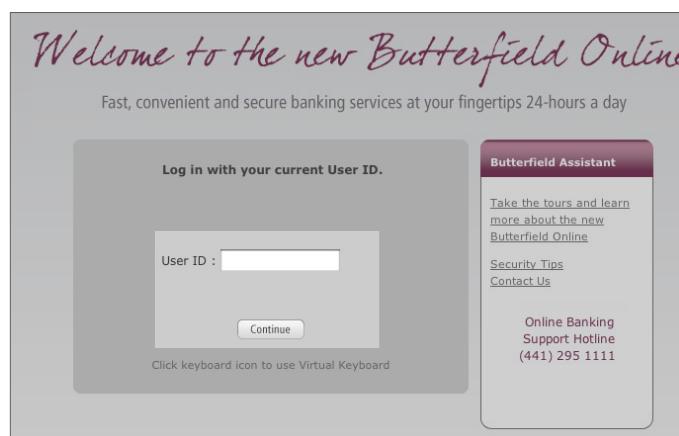
You are required to complete a few easy steps to setup your account.



Please see the Butterfield Assistant window to the left for tips and help information.



Step 1: Enter your user ID that you normally use to access Butterfield Direct and click "Continue".



Information Classification: Public

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## Butterfield Online - Tours: Required Setup (continued)

Step 2: Enter your password

The screenshot shows the Butterfield Online interface. At the top left is the Butterfield logo. At the top right is the text "Cust". Below the logo is a progress indicator with four steps: Step 1 (User ID), Step 2 (Password), Step 3 (Create Password), and Step 4 (Security Questions). Step 2 is currently selected. The main content area is titled "Enter your current Password." and contains a "Password:" label followed by a text input field with a keyboard icon on the right. Below the input field is a "Continue" button. At the bottom of the main area, it says "Click keyboard icon to use Virtual Keyboard". On the right side, there is a "Butterfield Assistant" panel with a link that says "Forgot your Password?".

(and for RSA security token users, your digital token code)

The screenshot shows the Butterfield Online interface. At the top left is the Butterfield logo. At the top right is the text "Cust". Below the logo is a progress indicator with four steps: Step 1 (User ID), Step 2 (Token + PIN), Step 3 (Create Password), and Step 4 (Enter Butterfield Online). Step 2 is currently selected. The main content area is titled "Enter your current PIN and Token code." and contains a "PIN + Token code:" label followed by a text input field with a keyboard icon on the right. Below the input field is a "Continue" button. On the right side, there is a "Butterfield Assistant" panel with a link that says "Forgot your PIN or lost your Token?".

as you normally would to use Butterfield Direct and click "Continue".

This screenshot is identical to the previous one, showing the "Enter your current PIN and Token code." screen with the progress indicator, input field, and "Continue" button.

Step 3: As part of the new Butterfield Online system, you're required to set a new password.

Your new password must contain at least one number and at least one capital letter and be a minimum of 8 characters in length.

Select a password you will remember.

The screenshot shows the Butterfield Online interface. At the top left is the Butterfield logo. At the top right is the text "Customer Set-Up". Below the logo is a progress indicator with four steps: Step 1 (User ID), Step 2 (Verify Code), Step 3 (Create Password), and Step 4 (Security Questions). Step 3 is currently selected. The main content area is titled "Create a new Password" and contains two "Password:" labels followed by text input fields with keyboard icons on the right. Below the second input field is a "Continue" button. At the bottom of the main area, it says "Click keyboard icon to use Virtual Keyboard". On the right side, there is a "Butterfield Assistant" panel with a link that says "Why do I need to set a new Password?". Below the link is a "Tips" section with the text: "Remember this new Password replaces your old one. Your new Password must contain at least one number and at least one capital letter and be a minimum of 8 characters in length."

## Butterfield Online - Tours: Required Setup (continued)

Enter your new password, re-type the password and click "Continue".

The screenshot shows the Butterfield Customer Set-Up interface. At the top left is the Butterfield logo. At the top right is the text "Customer Set-Up". Below the logo is a progress indicator with four steps: Step 1 (User ID), Step 2 (Secret Code), Step 3 (Create Password), and Step 4 (Security Questions). Step 3 is currently selected. The main content area is titled "Create a new Password" and contains two input fields: "Password:" and "Confirm Password:", both filled with dots. A "Continue" button is located below the fields. At the bottom of the main area, there is a link: "Click keyboard icon to use Virtual Keyboard". On the right side, there is a "Butterfield Assistant" panel with the heading "Why do I need to set a new Password?" and a "Tips" section. The tips section contains the text: "Remember this new Password replaces your old one." and "Your new Password must contain at least one number and at least one capital letter and be a minimum of 8 characters in length."

Step 4: For non-token users, as part of the new Butterfield Online enhanced security feature, you're now required to pick and answer 5 security questions.

The screenshot shows the Butterfield Customer Set-Up interface at Step 4: Security Questions. The progress indicator at the top shows Step 4 is selected. The main content area is titled "Select and answer five security questions." and contains five question selection dropdowns, each followed by an "Answer here" input field. The questions are: "Select your first question", "Select your second question", "Select your third question", "Select your fourth question", and "Select your fifth question". On the right side, there is a "Butterfield Assistant" panel with the heading "Why do I need to answer five new security questions?" and a "Security tips for keeping your confidential information safe." section. The tips section contains the text: "Remember the answers to your security questions as one will be required when logging into the new system."

You must select 5 different questions, don't worry if you make a mistake, you'll be prompted to correct your selection if you do.

Please select and answer five questions and click "Submit".

The screenshot shows the Butterfield Customer Set-Up interface at Step 4: Security Questions. The progress indicator at the top shows Step 4 is selected. The main content area is titled "Select and answer five security questions." and contains a warning message: "Select a question from the drop down list" with a yellow warning triangle icon. Below the warning are five question selection dropdowns, each followed by an "Answer here" input field. The first two questions are selected: "Who introduced you to your significant other?" and "In which city did you get married?". The third question is "Select your third question" and has a red error icon next to it. On the right side, there is a "Butterfield Assistant" panel with the heading "Why do I need to answer five new security questions?" and a "Security tips for keeping your confidential information safe." section. The tips section contains the text: "Remember the answers to your security questions as one will be required when logging into the new system."

Congratulations!

Your setup is complete. You are now logged into the new Butterfield Online.

The screenshot shows the Butterfield Online dashboard. At the top left is the Butterfield logo. Below the logo is a navigation menu with the following items: Dashboard, Accounts, Bill Payments, Credit Cards, Beneficiaries, Transfers, Wire Transfers, Pending Transfers And Payments, Standing Instructions, Bank Drafts, Fixed Deposits, Cheques, and Customer Requests. Below the navigation menu is the "My Services" section. On the right side, there is a "Welcome Stephen" message. Below the welcome message is a "Bulletins" section with the text: "You have no new messages." Below the bulletins section is a "The British Airways Business Visa® Card" section. The text in this section reads: "The new British Airways Business Visa® Card is aligned with the British Airways Executive with every business-related purchase you make. Tailored for business professionals, the B one BA Mile for every business-related dollar spent and two BA Miles for every dollar spent more details."