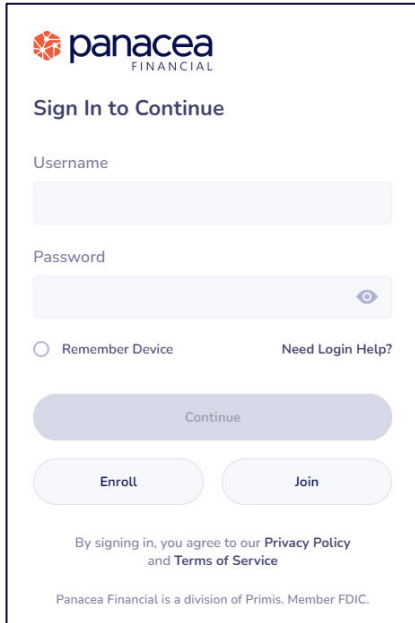


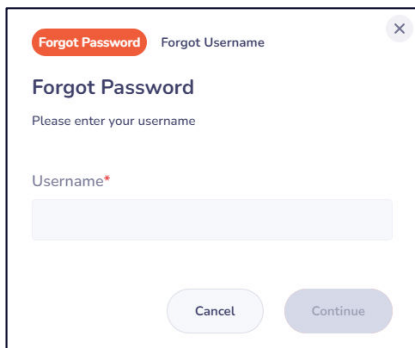
Forgot Password?



The screenshot shows the Panacea Financial sign-in interface. At the top left is the Panacea Financial logo. Below it, the text "Sign In to Continue" is displayed. There are two input fields: "Username" and "Password". Below the password field is a radio button for "Remember Device" and a link for "Need Login Help?". A large "Continue" button is centered below these options. At the bottom, there are "Enroll" and "Join" buttons. A disclaimer at the bottom states: "By signing in, you agree to our Privacy Policy and Terms of Service. Panacea Financial is a division of Primis. Member FDIC."

Step 1

On the Sign In screen, click **Need Login Help?**

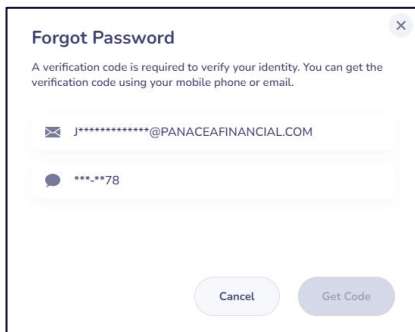


The screenshot shows a "Forgot Password" dialog box. It has a title bar with "Forgot Password" and "Forgot Username" and a close button. The main heading is "Forgot Password" followed by the instruction "Please enter your username". There is a "Username*" input field. At the bottom, there are "Cancel" and "Continue" buttons.

Step 2

Enter the **Username**.

Click **Continue**.



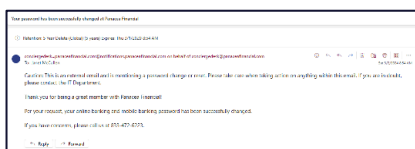
The screenshot shows the "Forgot Password" dialog box with a verification code screen. It says "A verification code is required to verify your identity. You can get the verification code using your mobile phone or email." There are two input fields: one for an email address (showing "J*****@PANACEAFINANCIAL.COM") and one for a phone number (showing "***_**78"). At the bottom, there are "Cancel" and "Get Code" buttons.

Step 3

If the Username matches to the information in our system, you will receive the **Get Code Request Screen**.

Select either **Email** or **Text**.

Click **Get Code**.



The screenshot shows an email received from Panacea Financial. The subject is "Reset Password Request". The body of the email contains a verification code and instructions for resetting the password. It mentions that the user's account is locked and that they should use the provided code to reset their password. It also provides a link to the Panacea Financial website and a phone number for assistance.

Step 4

Check the **Email** or **Text**.

Enter the **Reset Code** and **Last 4 Digits SSN/TIN**.

- Click **Resend Code** after 60 seconds of non-delivery.

- Click **Cancel** to change code delivery method.

Create **New Password** and **Confirm Password**.

Click **Reset Password**.

Forgot Password?

Reset Password

Create a new password

A verification code has been sent to the selected phone number.

Resend Code

Reset Code*

Last 4 Digits SSN/TIN*

New Password*

Confirm Password*

Cancel Reset Password

Step 4

Check the **Email** or **Text**.

Enter the **Reset Code** and **Last 4 Digits SSN/TIN**.

- Click **Resend Code** after 60 seconds of non-delivery.
- Click **Cancel** to change code delivery method.

Create **New Password** and **Confirm Password**.

Click **Reset Password**.

Code can only be requested once every 60 seconds. Please wait before requesting a new code.

OK

✓ Password Changed

Your password has been successfully updated. You can now log in using your new password.

OK

Step 5

Success! Window will display.

Your username information has been delivered to your email on file.

Click **OK**.

Text and email notification sent confirming password change. Email comes from conciergedesk@panaceafinancial.com.

Your password has been successfully changed at Panacea Financial

Retention: 5 Year Delete (Global) (5 years) Expires: Thu 3/1/2029 8:54 AM

conciergedesk@panaceafinancial.com@notifications.panaceafinancial.com on behalf of conciergedesk@panaceafinancial.com
To: Janet McCullen Sat 3/2/2024 8:54 AM

Caution: This is an external email and is mentioning a password change or reset. Please take care when taking action on anything within this email. If you are in doubt, please contact the IT Department.

Thank you for being a great member with Panacea Financial!

Per your request, your online banking and mobile banking password has been successfully changed.

If you have concerns, please call us at 833-472-6223.

Reply Forward