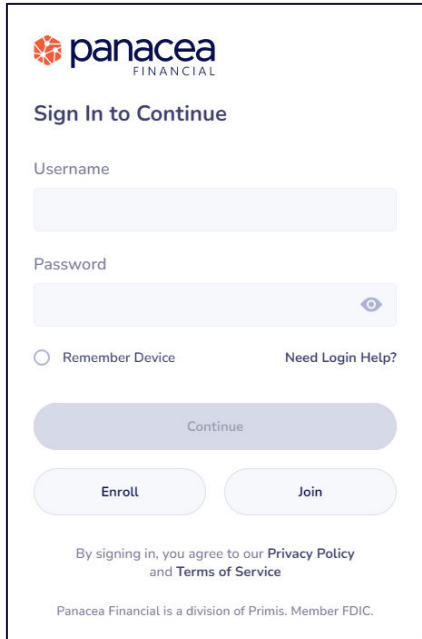


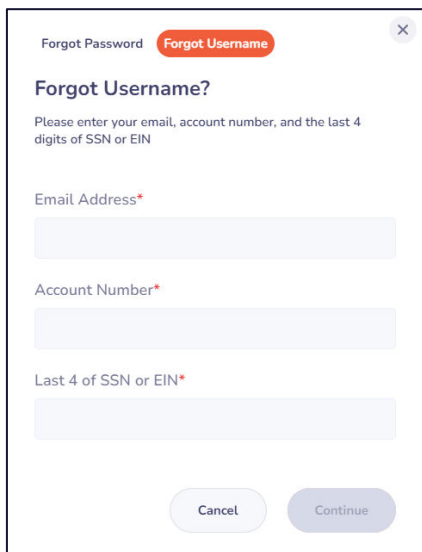
Forgot Username?



The image 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". The password field has an eye icon to toggle visibility. Below the password field, there 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?**

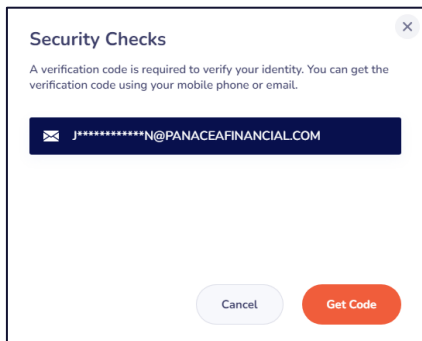


The image shows a "Forgot Username" dialog box. The title bar says "Forgot Password" with a red "Forgot Username" button and a close icon. The main heading is "Forgot Username?". Below it, the text reads: "Please enter your email, account number, and the last 4 digits of SSN or EIN". There are three input fields: "Email Address*", "Account Number*", and "Last 4 of SSN or EIN*". At the bottom, there are "Cancel" and "Continue" buttons.

Step 2

Enter the **Email, Account Number**, and the **Last 4 digits of SSN or EIN**.

Click **Continue**.



The image shows a "Security Checks" dialog box. The title bar says "Security Checks" with a close icon. The text reads: "A verification code is required to verify your identity. You can get the verification code using your mobile phone or email." Below this, there is a dark blue bar with an envelope icon and the text "J*****N@PANACEAFINANCIAL.COM". At the bottom, there are "Cancel" and "Get Code" buttons.

Step 3

If the **Email, Account Number**, and the **Last 4 digits of SSN or EIN** matches to the information in our system, you will receive the **Security Checks** screen.

Select **Email**.

Click **Get Code**.

Forgot Username?

Security Checks

Please enter the verification code sent to J*****N@PANACEAFINANCIAL.COM to complete your request. If you don't see the email, please check your spam folder. If you do not receive the verification code or no longer have access to this email, please call the financial institution at 833-472-6223.

Verification Code* Resend Code

Field is required Invalid verification code

Cancel Continue

Step 4

Check the **Email**.

Enter the **Verification Code**.

Click **Continue**.

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

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

OK

Success!

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

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 username change. Email comes from conciergedesk@panaceafinancial.com.

Your Requested Username from Panacea Financial

Retention: 5 Year Delete (Global) (5 years) Expires: Sun 3/4/2029 11:23 AM

conciergedesk@panaceafinancial.com on behalf of conciergedesk@panaceafinancial.com
To: Janet McCullen

Caution: Please be aware that this message is from outside of your organization

Hello JANET,

Your Digital Banking username is: jmccullen

If you did not initiate this request, please contact Panacea Financial at 833-472-6223 immediately.

Regards,

Panacea Financial

Reply Forward