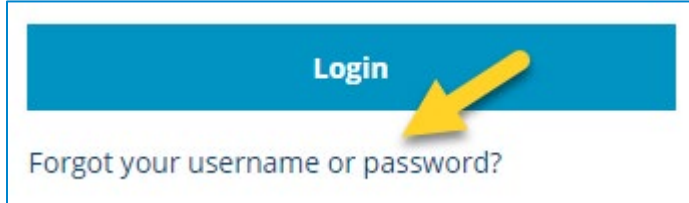
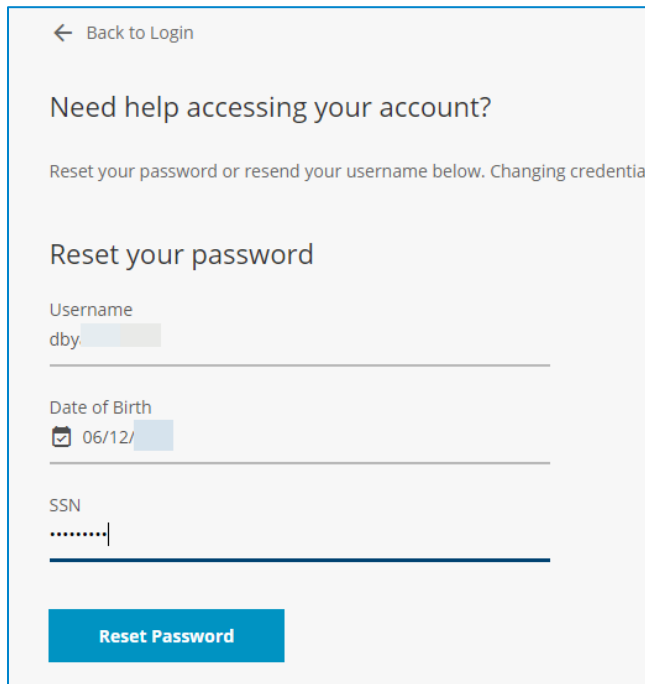


## How to Reset Your Password

1. From the login screen, click or tap on the “Forgot your username or password” link

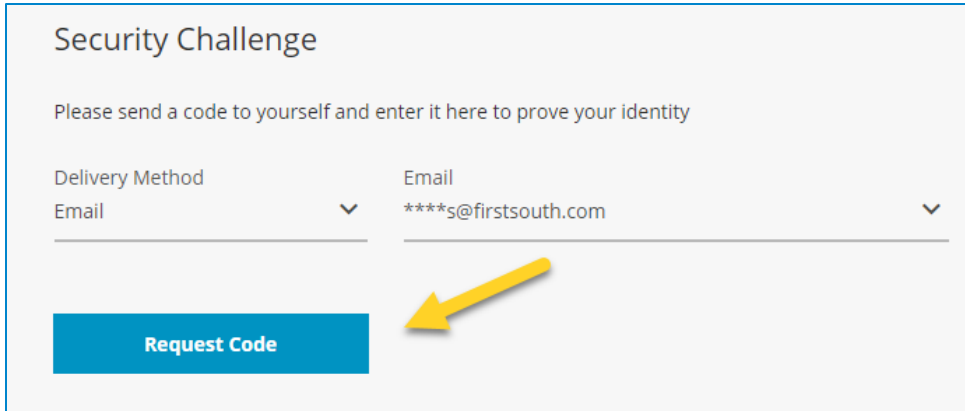


2. Enter your username, date of birth and social security number then click or tap “reset password”

A screenshot of a password reset form. At the top left, there is a back arrow and the text "Back to Login". Below this is the heading "Need help accessing your account?" followed by a sub-heading "Reset your password or resend your username below. Changing credential". The main heading is "Reset your password". There are three input fields: "Username" with the value "dby.", "Date of Birth" with a calendar icon and the value "06/12/", and "SSN" with a masked value ".....". At the bottom, there is a blue button labeled "Reset Password".

NOTE: If we do not have your current phone number or email address on file, you will not be able to complete the next steps. Please contact us at 901-380-7400 to verify or update your contact information.

3. Select the delivery method to receive your security code – text, voice or email - and click or tap “Request Code”



Security Challenge

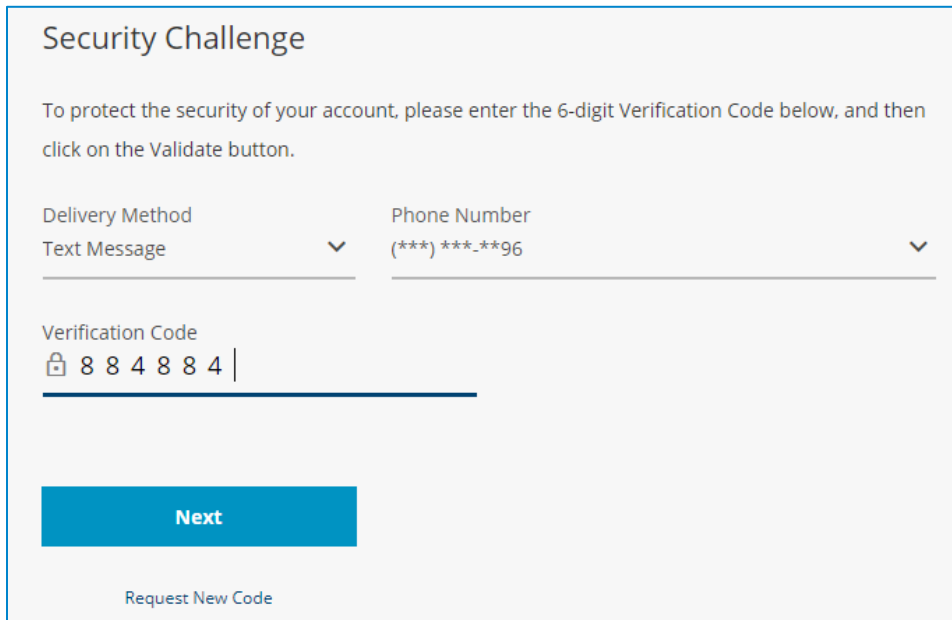
Please send a code to yourself and enter it here to prove your identity

Delivery Method  
Email

Email  
\*\*\*\*\*s@firstsouth.com

**Request Code**

4. Enter the security code then click or tap “Next”



Security Challenge

To protect the security of your account, please enter the 6-digit Verification Code below, and then click on the Validate button.

Delivery Method  
Text Message

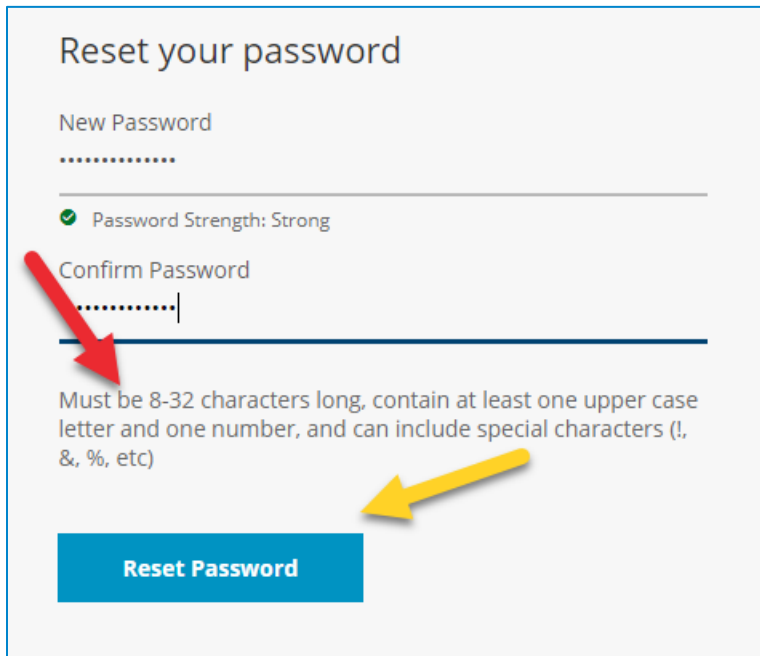
Phone Number  
(\*\*\*) \*\*\*.\*\*96

Verification Code  
8 8 4 8 8 4 |

**Next**

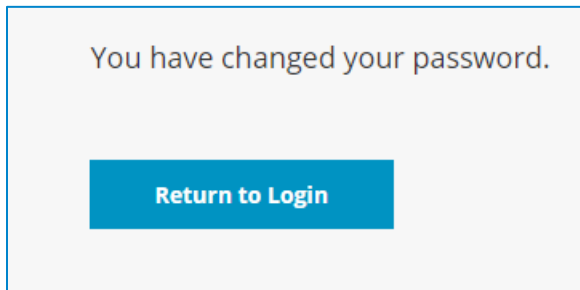
Request New Code

5. Enter your new password and then click or tap “Reset Password”



Your password must be 8 to 32 characters long, contain at least one upper case letter and one number, and can contain special characters (!,\$,\*,&, etc.)

6. This message will appear if you have successfully reset your password



Click or tap on the “Return to Login” button to login to digital banking using your username and your new password

If you need additional assistance, contact us at 901-380-7400 and we’ll be happy to help.