


Company:	QUONTIC BANK	
Document Title:	ADD BENEFICIARY	
Department:	DIGITAL BANK OPERATIONS	
Date:	5/27/2022	
Author/Reviewer(s):	Author: Cynthia Chocolatl Reviewer(s): Leilani Collins / Adriana Ramon	
Owner:	Customer Success	
Last Revision:	9/12/2022	

BACKGROUND

Digital Bank clients need reassurance that their funds held in Quontic Bank are insured under the law. Banking clients can request to add a Payable on Death (POD) beneficiary to maximize the deposit insurance per account in any bank institution under the Federal Deposit Insurance Corporation (FDIC).

Designating a beneficiary is a cost-free service that allows transferring all checking, saving, and certificate of deposit (CD), by filling out the Add Beneficiary Form. The completed form allows the bank to convert the account to a POD titled Account. The named beneficiary is not entitled to any money or information in the account while the account holder(s) is still alive. The beneficiary automatically becomes the account owner upon death, bypassing the account holder's estate and skipping probate entirely.

PURPOSE

This procedure outlines the Customer Success (CX) team's steps for adding beneficiaries to the customer's account. The procedure focuses on handling the Client's request received directly through the online banking portal (OLB) or email. The CX team uses HubSpot to track and document the customer's beneficiary request.

RESPONSIBILITIES

Any member of the CX team in contact with a client's beneficiary request is responsible for recording, acting upon, and communicating to the customer once their request is completed through the CX channels (i.e., email, online banking). A HubSpot ticket on the customer's contact record captures the record, progress, and completion of the request.

The CX team members are responsible for the following:

- Report all beneficiary requests accurately using HubSpot tickets
- Ensure the Client's Horizon profile has been updated with the beneficiary
- Prevent a complaint from the Client for not completing their request

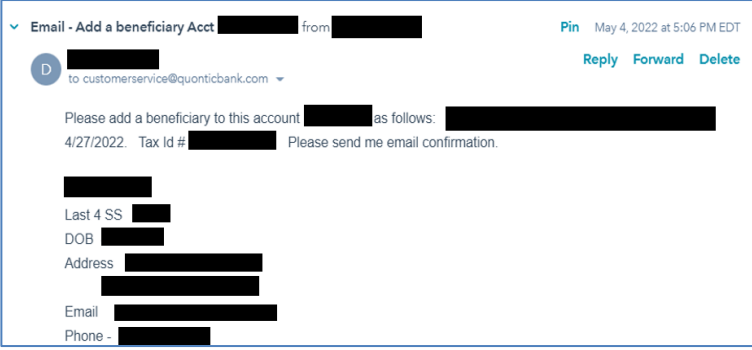
CX BUSINESS RULES:

- Review the contact record in HubSpot to ensure a ticket has not already been created
 - Do not create another ticket for the same request; add to the current ticket
 - Create a new ticket if another ticket does not exist
- Quontic Bank only requires the name of the beneficiary; the phone number is optional

- The client must specify which account they would like to add the beneficiary/ beneficiaries to
- The beneficiary's profile must be in Horizon XE to be able to add as a beneficiary to the account
 - Must create a profile if an existing profile is not available
- Quality assurance checks must be randomly completed for any customer request in any channel
- The FDIC allows up to five beneficiaries per account. Refer to the Appendix section for FDIC FAQs

PROCEDURE

How to add an **Individual** as a Beneficiary:

	STEPS	IMAGE																									
1.	<p>Locate the client’s request through the following CX channels:</p> <ul style="list-style-type: none"> • Email • Add Beneficiary Request Form • OLB Secure Message <p>A customer that calls in must submit their request in writing by one of the channels listed above</p>	 <p>6/18/22, 7:26 PM</p> <p>Add Beneficiary Request Customer Care Console Online Banking is online PRINT</p> <p>Name : [REDACTED] Username : [REDACTED] Phone : [REDACTED] Email Address : [REDACTED] Account : [REDACTED] Request Text : Certificate- [REDACTED] Please add [REDACTED] as beneficiary to the account.</p> <p>Reference Number : [REDACTED] Date Submitted : 6/15/2022 Status : Completed</p> <table border="1"> <thead> <tr> <th>Audit History</th> <th>Full Name</th> <th>Username</th> <th>Date</th> <th>Note</th> </tr> </thead> <tbody> <tr> <td></td> <td>Cynthia Chocolatl</td> <td>cchocolatl</td> <td>06/17/2022 15:46:03</td> <td>'Status' changed from 'In-Progress' to 'Completed'.</td> </tr> <tr> <td></td> <td>Cynthia Chocolatl</td> <td>cchocolatl</td> <td>06/17/2022 15:42:46</td> <td>'Status' changed from 'New' to 'In-Progress'.</td> </tr> <tr> <td></td> <td>Cynthia Chocolatl</td> <td>cchocolatl</td> <td>06/17/2022 15:42:46</td> <td>'Assign To' changed from 'None' to 'Cynthia Chocolatl'.</td> </tr> <tr> <td></td> <td>[REDACTED]</td> <td>[REDACTED]</td> <td>06/15/2022 11:58:39</td> <td>Created</td> </tr> </tbody> </table> <p>6/18/22, 7:34 PM</p> <p>View Message MagView PRINT Reply</p> <p>From Name [REDACTED] Email Address [REDACTED] Username [REDACTED] Phone [REDACTED] Reference Number [REDACTED] SSN/TIN [REDACTED]</p> <p>Message Topic Subject General Questions is my account set up as a joint account</p> <p>Message History</p> <p>----- [REDACTED] Message 04/14/2022 03:24 pm -----</p> <p>[REDACTED]</p> <p>Also is there any way to set the beneficiaries on the account to my 2 children [REDACTED] and [REDACTED] equally on the death of both [REDACTED]</p>	Audit History	Full Name	Username	Date	Note		Cynthia Chocolatl	cchocolatl	06/17/2022 15:46:03	'Status' changed from 'In-Progress' to 'Completed'.		Cynthia Chocolatl	cchocolatl	06/17/2022 15:42:46	'Status' changed from 'New' to 'In-Progress'.		Cynthia Chocolatl	cchocolatl	06/17/2022 15:42:46	'Assign To' changed from 'None' to 'Cynthia Chocolatl'.		[REDACTED]	[REDACTED]	06/15/2022 11:58:39	Created
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	[REDACTED]	[REDACTED]	06/15/2022 11:58:39	Created																							

2. Locate the client's Account in Horizon XE



3. **Quality Assurance (QA):**

Email: Verify that the email address matches the Client's contact profile on Horizon XE before completing their request

If the email does **NOT** match, direct the client to complete the form through their online banking portal to update their email address

Secure Message/ Add Beneficiary

Request: No need to verify since the client sent their request through their online banking portal

Customer's Name

Customer's Address

Customer's Phone Number

Customer's Email Address

Customer's Name

Customer's Address

Customer's Phone Number

Customer's Email Address

4. Verify Account Status is **Active**

If the Account is **Restricted**, CX must address the restriction before moving forward with the beneficiary request

The top screenshot shows a user profile card with the following details: Tax ID number: [redacted], Status: **Active** (highlighted in green), Branch: DAC-Branch, Primary officer: Mantl.

The bottom screenshot shows the same user profile card with the following details: Tax ID number: [redacted], Status: **Active - Restricted** (highlighted in red), Branch: DAC-Branch, Primary officer: Mantl.

5. Follow these steps to access the Client's Account:

Click on **Relationship Summary**

Click on **Customer Accounts**

The screenshot shows the 'Relationship Summary' page. The left sidebar contains a menu with 'Relationship Summary' highlighted in a blue box. The main content area shows the following sections: Relationship Totals, Weighted Average Rates, **Customer Accounts** (highlighted in a blue box), Customer to Customer Relationships, and Household Relationships.

Customer Information details: Tax ID number: [redacted], Status: Active, Branch: DAC-Branch, Primary officer: Mantl. Customer since: 05/12/2022 (1 Month), Birth date: [redacted], Resident alien: Not Assigned, Service member: No, VIP code: BLANK IS VALID.

6. Click on the **Account** the Client would like to add the beneficiary to

Relationship Summary

Customer Accounts

Application	Account	Relationship	Current	A
Savings HIGH YIELD SAVINGS	4135	SOLE OWNER Direct	\$5,004.01	
ATM/Debit ATM CARD		SOLE OWNER Direct		

7. Follow the instructions to create the beneficiary's profile:

1. Click on **Account Relationship**
2. Click on **Customer to Account**
3. Click on **Indirect and Other Owners**
4. Click on **Edit**
5. Click on the **three-button menu**

Customer to Account Relationships

Alerts (0), Messages (0) Show All Hide All Edit

- Account Information
- Account Relationships
- Account to Account
- Customer to Account
- Alternate Address
- Balance Summary
- Cycle Information
- Excessive Transactions
- Fees
- History

Customer and Account Controls

Direct Owners and Authorized Signers

Indirect and Other Owners

1 of 1

Short Name	Relationship	Tax ID	Include in Title	Print Seq.	Calculated Relationship
------------	--------------	--------	------------------	------------	-------------------------

8. Once you click on the **three-button menu**, this screen will populate

Click on **Add Indirect or Other Customer**

Table Options

- Add Indirect or Other Customer
- Update Visible Columns
- Column Ordering
- Export All Rows
- Table Preferences
- Reset Sort
- Reset Filters

1 of 1

9. When you click on **Add Indirect or Other Customer** this screen will populate

Next to **Quick Search**, type the **beneficiary's Name**

Press **Enter** on your keyboard

If you receive the following message, "**Zero items were found for the search criteria supplied**," this means the beneficiary does not have a profile on Horizon XE:

The screenshot shows a search interface with the following elements:

- Search** header with tabs for **Search**, **Connections**, **History**, and **Favorites**.
- A search input field containing **Beneficiary Name**, highlighted with a blue box.
- A table with columns **Title**, **Tax Identifier**, and **Date of Birth**.
- A **Select** button below the table.
- A second search input field containing **beneficiary Name**.
- A red-bordered box at the bottom containing a warning icon and the message: **Zero items were found for the search criteria supplied**.

10. Click on **Add Customer**

Click on **Personal**

Search

Search

Connections

History

Favorites

Quick Search : beneficiary Name

> Additional Search Options



Zero items were found for the search criteria supplied

Title

Tax Identifier

Select

Add Customer ▾

Capture ID

Add Customer ▾

Personal

Non-Personal

11. You will be directed to fill the information in the beneficiary's profile

1. **Name** (Autofill)
2. **Phone Number** (Optional)
 - **Leave blank if the Client does not provide**

Click on **Finish** to continue with the creation of the beneficiary's profile

Customer Origination X

Customer Quick Setup

Required

- Quick Setup

Optional

- Customer Information
- Addresses
- Email/Web Addresses
- ID Information
- Phone Numbers
- Borrower Information
- CTR Exempt Person
- Enhanced Due Diligence
- Image Personalization
- Contact Notes
- Customer Notes
- Exception Notes
- Regulatory Compliance
- Services
- Tax Information
- User Fields - Field List
- Maintenance Log

Customer Capture ID

Prefix: _____

Name: Beneficiary's _____ Name

Suffix: _____

Legal entity type*: Individual

Contact

Street: _____

City, State: _____ This is a non-U.S. address

Zip code: _____

Phone 1: _____ -0 Ext: 0 BLANK IS VALID This is a non-U.S. phone

Phone 2: _____ -0 Ext: 0 BLANK IS VALID This is a non-U.S. phone

Email: _____

Previous Next **Finish** Cancel

12. This screen will populate after you click on Finish

Click on **Override** since we do not require the beneficiary's address

CASS Confirmation

LLN-Insufficient last line (city, state, zip).

Street: _____

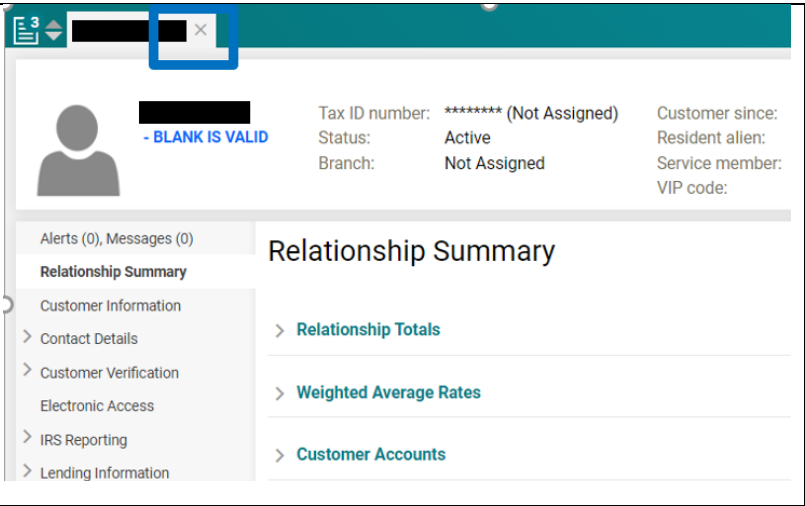
City, State: _____

Zip code: _____

Save **Override** Cancel

13. The beneficiary's profile will automatically populate after you click on Override

Click on the "X" next to the beneficiary's Name to close that profile.

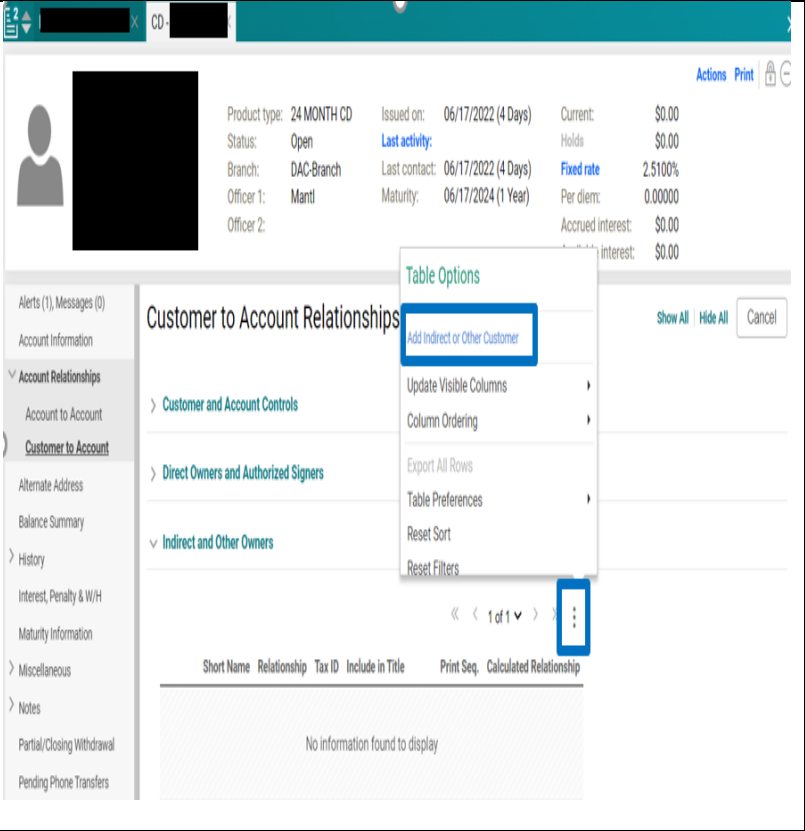


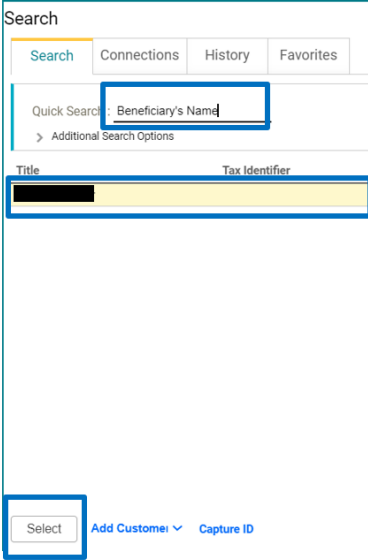
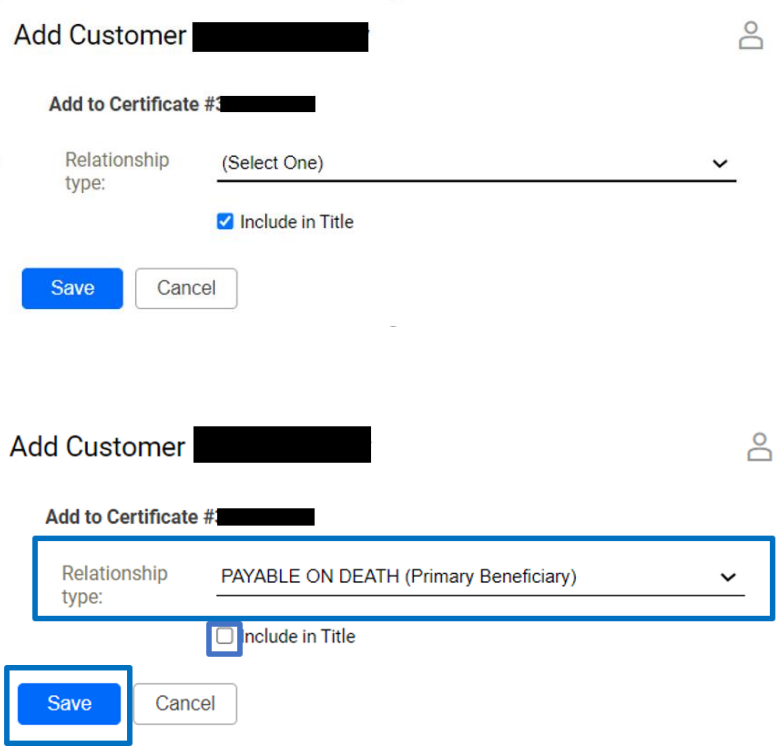
14. You will be redirected back to the originating Client's account profile

Follow the instructions below to add the beneficiary to the Account:

Click on the **Three-button menu**

Click on **Add Indirect or Other Customer**



<p>15. Next to Quick Search, type the Beneficiary's Name</p> <p>Press Enter on your keyboard</p> <p>Click and highlight the Beneficiary's Name</p> <p>Click on Select</p>	
<p>16. The following screen will populate</p> <p>Select Payable on Death (Primary Beneficiary) as the Relationship Type</p> <p>Ensure the box next to 'Include in Title' is not checked/ marked</p> <p>Click on Save</p>	
<p>17. If the client requests multiple individuals to be added to the Account as beneficiaries, repeat steps 8-16</p>	

18. Once all beneficiary (s) have been added under **Indirect and Other Owners**
- Click on **Customer and Account Controls**
- Next to **Number of Signatures Required**, select "1"
- Click on **Save**

Customer to Account Relationships Show All | Hide All | Cancel

Customer and Account Controls

Ownership: [Dropdown]

Primary: [Redacted] Disclosure signer: [Dropdown]

Tax responsible: [Redacted] W9 certifier: [Dropdown]

Address owner: [Redacted] Account contact: [Dropdown]

Nickname: [Text Field]

Number of signatures required: 1 [Dropdown]

Add Alternate Title or Title Modifier Preview Title

Direct Owners and Authorized Signers

Indirect and Other Owners

Short Name	Relationship	Tax ID	Include in Title	Print Seq.	Calculated
[Redacted]	PAYABLE ON DEATH (Primary Beneficiary)	*****	<input type="checkbox"/>		

Save Cancel

19. Verify that the beneficiary was successfully added to the Account by closing the entire profile and reopening the profile

Product type: 24 MONTH CD Issued on: 06/17/2022 (4 Days) Current: \$0.00

Status: Open Last activity: 06/17/2022 (4 Days) Holds: \$0.00

Branch: DAC-Branch Last contact: 06/17/2022 (4 Days) Fixed rate: 2.5100%

Officer 1: Mantl Maturity: 06/17/2024 (1 Year) Per diem: 0.00000

Officer 2: [Redacted] Accrued interest: \$0.00

Available interest: \$0.00

Alerts (1), Messages (0)

Customer to Account Relationships Show All | Hide All | Edit

Customer and Account Controls

Direct Owners and Authorized Signers

Short Name	Relationship	Tax ID	Include in Title	Print Seq.	Calculated Relationship
[Redacted]	SOLE OWNER (Account Owner)	[Redacted]	Yes	Line 1	Certified

Indirect and Other Owners

Short Name	Relationship	Tax ID	Include in Title	Print Seq.	Calculated Relationship
[Redacted]	PAYABLE ON DEATH (Primary Beneficiary)	*****	No		

Save Cancel

How to add a **Trust** as a Beneficiary:

	STEPS	IMAGE
<p>1.</p> <p>Locate the client's request through the following CX channels:</p> <ul style="list-style-type: none"> • Email • Add Beneficiary Request Form • Secure Message <p>A customer that calls in must submit their request in writing by one of the channels listed above</p>		<p>The screenshot shows an email from Quontic Bank with the subject 'Email - Add a beneficiary Acct [redacted] from [redacted]'. The email body contains a request to add a beneficiary to an account, including fields for Last 4 SS, DOB, Address, Email, and Phone. Below the email is a screenshot of the 'Add Beneficiary Request' form in the online banking system. The form shows the request details, including the name, phone, email, and account information. A table of audit history shows the request was completed on 6/15/2022. Below the form is a 'View Message' section showing the email content, including the subject 'is my account set up as a joint account' and a message history entry from 04/14/2022.</p>
<p>2.</p>	<p>Locate the Client's Account in Horizon XE</p>	<p>The screenshot shows a search bar with the text 'Search...' and an 'Advanced' button.</p>

3. **Quality Assurance (QA):**

Email: Verify that the email address matches the Client’s contact profile on Horizon XE before completing their request

If the email does **NOT** match, direct the Client to complete the Add Beneficiary form through their online banking portal

Secure Message/ Add Beneficiary Request: No need to verify since the Client sent their request through their online banking portal

The top screenshot shows an email titled "Email - Add a beneficiary Acct" with a subject line "Please add a beneficiary to this account [redacted] as follows: [redacted]". The email content lists fields: Last 4 SS, DOB, Address, Email, and Phone. To the left, a customer profile card shows "Customer's Name", "Customer's Address", "Customer's Phone Number", and "Customer's Email Address". Green checkmarks are placed next to the "Customer's Address" and "Customer's Email Address" fields, indicating a match.

The bottom screenshot shows the same email and customer profile card. A red "X" is placed over the "Customer's Phone Number" field, indicating a mismatch between the email content and the customer's contact profile.

4. Verify Account Status is **Active**

If the Account is **Restricted**, CX must address the restriction before moving forward with the beneficiary request

The top screenshot shows an account status page with fields: Tax ID number: [redacted], Status: **Active** (highlighted with a green box), Branch: DAC-Branch, and Primary officer: Mantl.

The bottom screenshot shows the same account status page, but the Status field is **Active - Restricted** (highlighted with a red box).

5. Follow these steps to access the Client's Account:

Click on **Relationship Summary**

Click on **Customer Accounts**

6. Click on the **Account** the Client would like to add the beneficiary to

Relationship Summary

Customer Accounts

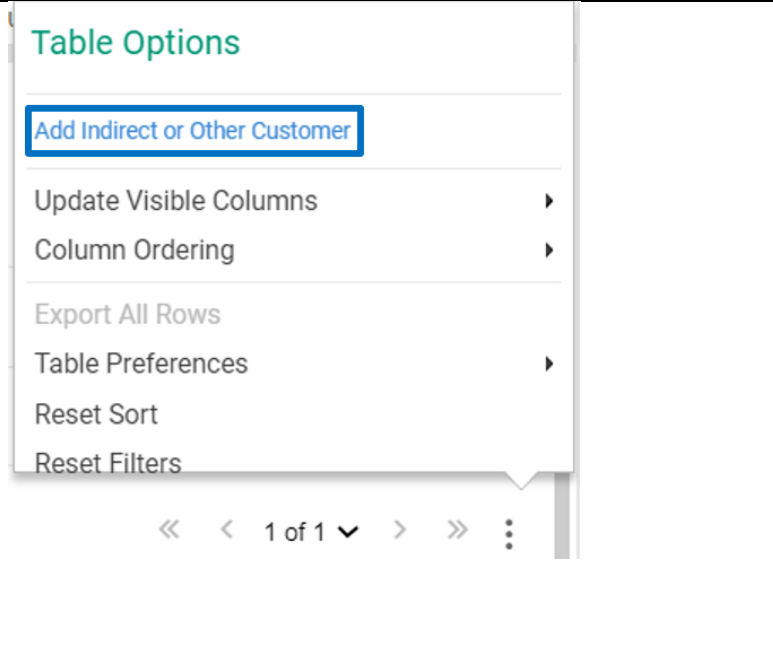
Application	Account	Relationship	Current
Savings HIGH YIELD SAVINGS	4135	SOLE OWNER Direct	\$5,004.01
ATM/Debit ATM CARD		SOLE OWNER Direct	

7. Follow the instructions to create the beneficiary's profile:

1. Click on **Account Relationship**
2. Click on **Customer to Account**
3. Click on **Indirect and Other Owners**
4. Click on **Edit**
5. Click on the **Three-button menu**

8. Once you click on the **Three-button menu**, this screen will populate

Click on **Add Indirect or Other Customer**

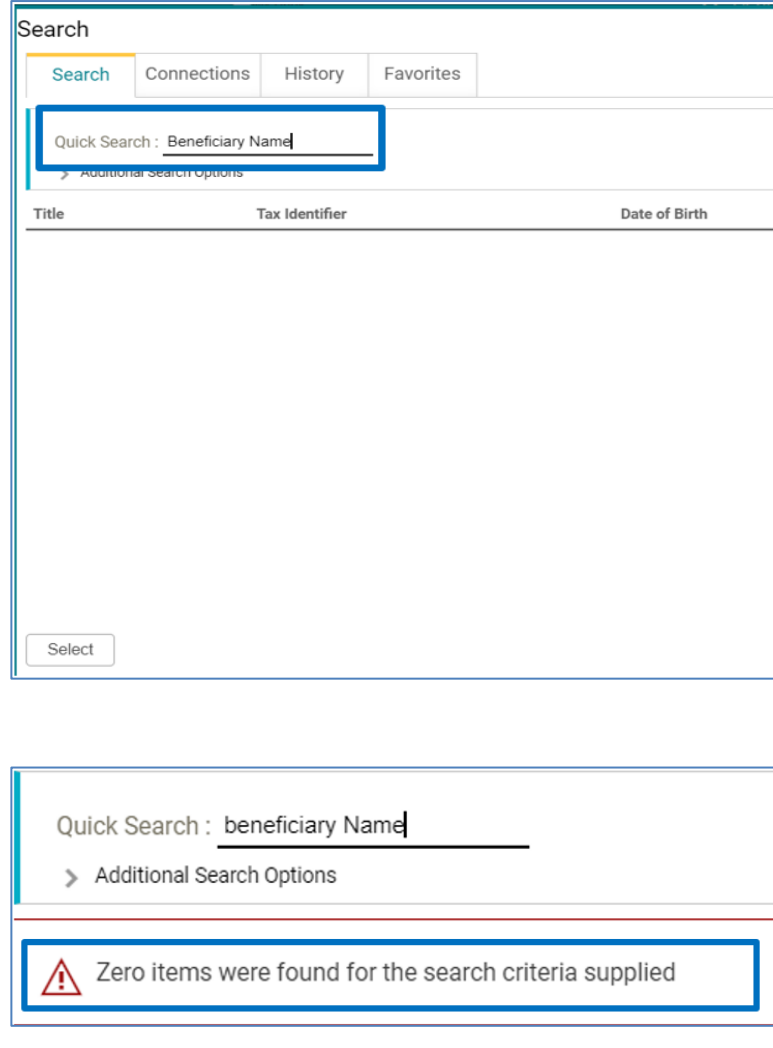


9. When you click on **Add Indirect or Other Customer** this screen will populate

Next to **Quick Search**, type the **beneficiary's Name**

Press **Enter** on your keyboard

If you receive the following message, "**Zero items were found for the search criteria supplied**," this means the beneficiary does not have a profile on Horizon XE:




10. Click on **Add Customer**
Click on **Non-Personal**

Search

Search Connections History Favorites

Quick Search : beneficiary Name

> Additional Search Options

 Zero items were found for the search criteria supplied

Title	Tax Identifier
-------	----------------

Select Add Customer Capture ID

Add Customer

- Personal
- Non-Personal

11. You will be directed to fill the information in the Trust beneficiary's profile

The **Name** will autofill

- Trust titles may not fit in one line; ensure you are capturing the entire beneficiary's Name as per the Client's request
- See the image on the right as a reference

Legal Entity Type: **Trust**

Phone Number (Optional)

- Leave blank if the Client does not provide

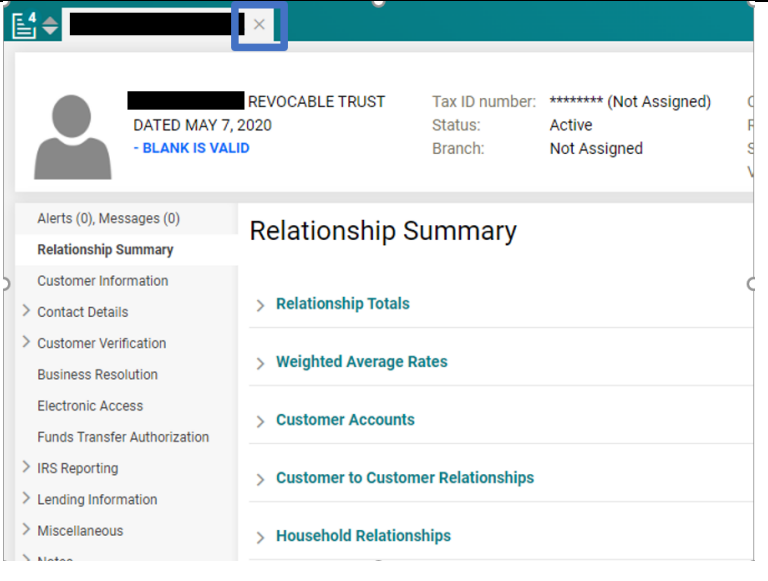
Click on **Finish** to continue with the creation of the beneficiary's profile

12. This screen will populate after you click on **Finish**

Click on **Override** since we do not require the beneficiary's address

13. The Trust Beneficiary's profile will automatically populate after you click on **Override**

Click on the "X" next to the beneficiary's Name to close that profile.

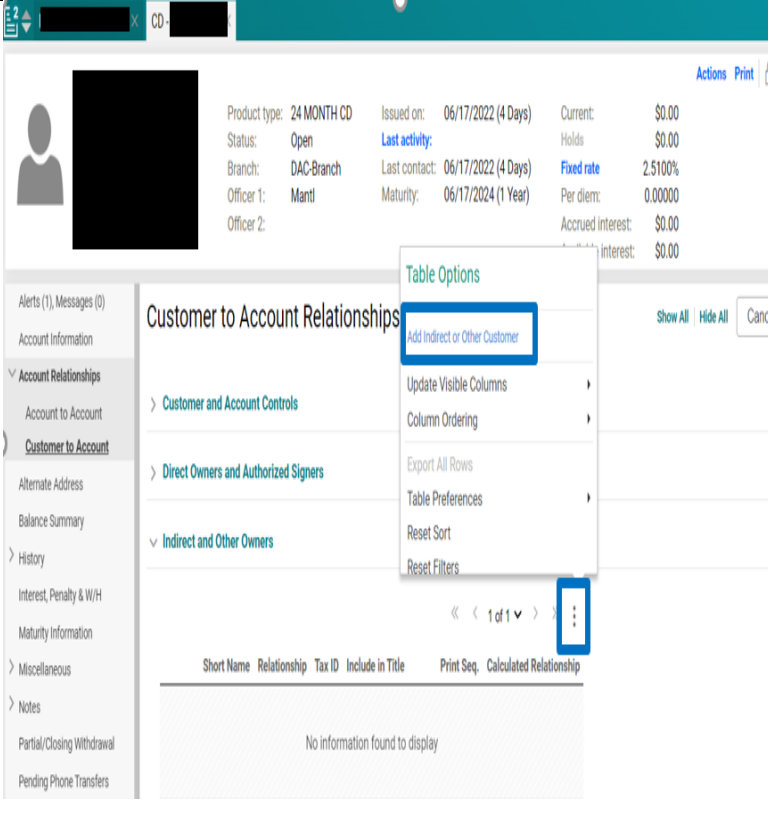


14. You will be redirected back to the originating Client's account profile

Follow the instructions below to add the beneficiary to the Account:

Click on the **Three-button menu**

Click on **Add Indirect or Other Customer**

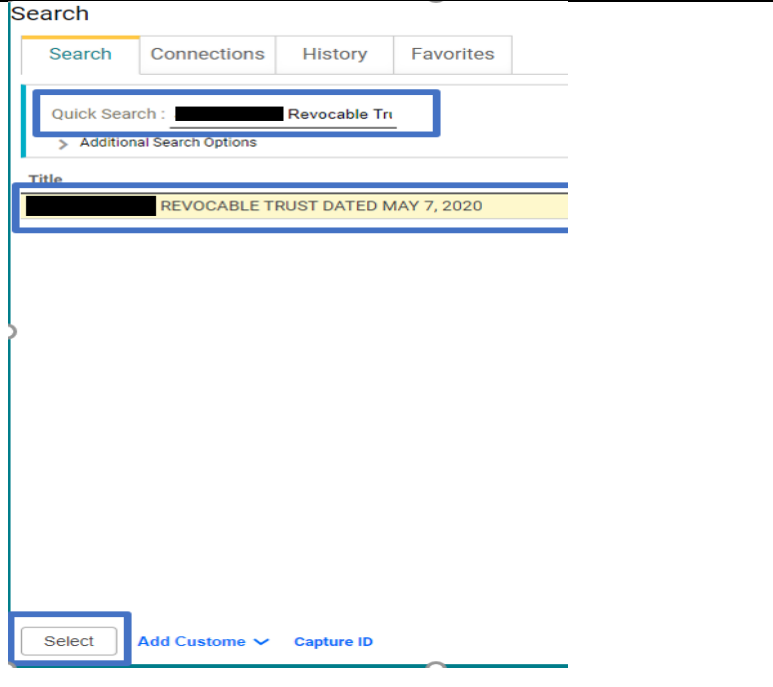


15. Next to **Quick Search**, type the **Trust Beneficiary's Name**

Press **Enter** on your keyboard

Click and highlight the **Beneficiary's Name**

Click on **Select**

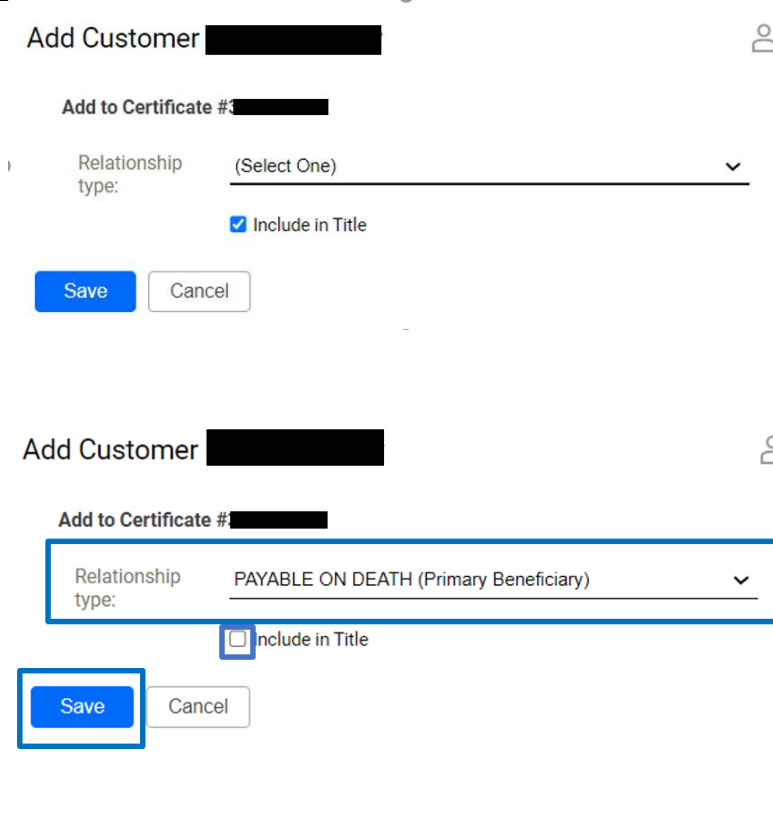


16. The following screen will populate

Select **Payable on Death (Primary Beneficiary)** as the Relationship Type

Unmark **Include in Title**

Click on **Save**



17. Once all beneficiary (s) have been added under **Indirect and Other Owners**

Click on **Customer and Account Controls**

Next to **Number of Signatures Required**, select "1"

Click on **Save**

Customer to Account Relationships Show All | Hide All | Cancel

Customer and Account Controls

Ownership: ▼

Primary: ▼ Disclosure signer: ▼

Tax responsible: ▼ W9 certifier: ▼

Address owner: ▼ Account contact: ▼

Nickname: _____

Number of signatures required: 1 ▼

[Add Alternate Title or Title Modifier](#) [Preview Title](#)

> Direct Owners and Authorized Signers

Indirect and Other Owners

Short Name	Relationship	Tax ID	Include in Title	Print Seq.
REVOCA	PAYABLE ON DEATH (Primary Beneficiary)	*****	<input type="checkbox"/>	

[Save](#) [Cancel](#)

18. Verify that the beneficiary was successfully added to the Account by closing the entire profile and reopening the profile

Product type: 12 MONTH CD Issued on: 06/16/2022 (5 Days) Current: \$200,000.00

Status: Open Last activity: 06/16/2022 (5 Days) Holds: \$0.00

Branch: DAC-Branch Last contact: 06/16/2022 (5 Days) Fixed rate: 2.0100%

Officer 1: Mand Maturity: 06/16/2023 (11 Months) Per client: 11.01612

Officer 2: Accrued interest: \$55.07453 Available interest: \$0.00

Alerts (1), Messages (0)

Account Information

Account Relationships

Account to Account

Customer to Account

Alternate Address

Balance Summary

History

Interest, Penalty & WH

Maturity Information

Miscellaneous

Notes

Partial/Closing Withdrawal

Pending Phone Transfers

Posting Restrictions

Profitability

User Fields

Customer to Account Relationships Show All | Hide All | Edit

Customer and Account Controls

Direct Owners and Authorized Signers

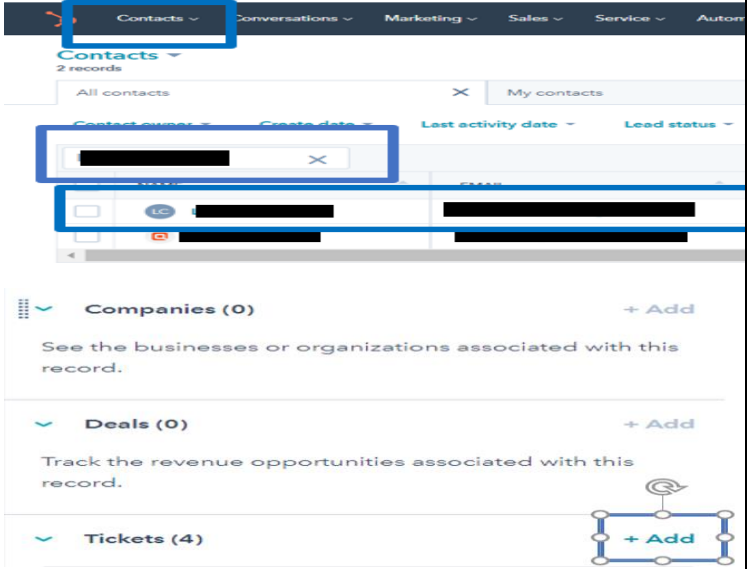
Short Name	Relationship	Tax ID	Include in Title	Print Seq.	Calculated Relationship
JOINT SIGNOR PRIMARY (Account Owner)	JOINT SIGNOR PRIMARY (Account Owner)	Certified	Yes	Line 1	\$200,000.00
JOINT SIGNOR SECONDARY (Account Owner)	JOINT SIGNOR SECONDARY (Account Owner)	Certified	Yes	Line 2	\$200,000.00

Indirect and Other Owners

Short Name	Relationship	Tax ID	Include in Title	Print Seq.	Calculated Relationship
REVOCA	PAYABLE ON DEATH (Primary Beneficiary)	*****	No		

[Save](#) [Cancel](#)

HubSpot Ticket Creation

STEPS	IMAGE
<p>1. Click on Contacts</p> <p>Search the Clients name</p> <p>Click on the Client's Name</p> <p>Verify that the client HubSpot profile for existing tickets</p> <p>If the Client does NOT have a ticket for the same request, follow these steps to create a ticket:</p> <p>Click on +Add next to Tickets</p> <p>Skip step #2 if a contact is in Hubspot</p>	

2. If the Client does **NOT** have a HubSpot contact profile, follow these instructions to create a ticket:

Click on **Service**

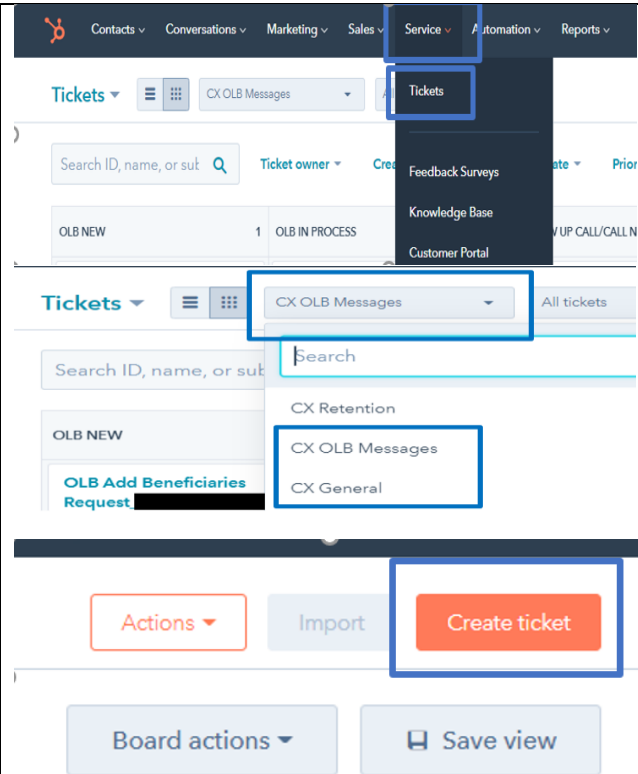
Click on **Tickets**

Change the Pipeline to the corresponding request:

Email: Automatically populate a ticket under CX General

OLB Secure Message/Add Beneficiary Form: Create the ticket under CX OLB Messages

Click on **Create Ticket** on the right side of the page



3. **Ticket Name:**
- OLB – Add Beneficiary- [Client’s Name]
 - IB Call – Add Beneficiary - [Client’s Name]
 - Email – Add Beneficiary – [Client’s Name]

Pipeline: CX OLB Messages or CX General

Ticket Status:
OLB New

Ticket Descriptions: Add Beneficiary Request
Product: Select which product customer has with Quontic

Ticket Owner: Agent's Name (Auto-Populate)

Source:
OLB Messages
IB Call – Select Phone
Email

Create Date: Auto-populates

Full Name: Auto-populates (if a contact exists)

Email: Auto-populates (if a contact exists)

Priority: Low

Click on **Create**

The screenshot shows a 'Create ticket' form with the following fields and values:

- Buttons:** 'Create new', 'Add existing'
- Create date:** 06/19/2022
- Ticket name *:** OLB - Add Beneficiary - [Redacted]
- Pipeline *:** CX OLB Messages
- Ticket status *:** OLB NEW
- Ticket description *:** OLB - Add Beneficiary [Redacted]
- Product *:** OLB Checking/Savings X
- Ticket owner:** [Redacted]
- Source *:** OLB Message
- Full Name:** client's name
- Email:** client's email
- Attach Document:** [Empty field]
- Priority:** Low
- Associate ticket with:** Contact: [Redacted]
- Company:** [Search field]
- Buttons:** 'Create', 'Create and add another', 'Cancel'

4. Once the ticket is created, please update the following

Department-Quontic – Customer Success

OLB requests only:

Under **OLB Ticket Props**

- Web Admin – OLB Original Submit Date - Select the date Add Beneficiary request was requested
- Web Admin – OLB Reference Number: Enter the Add Beneficiary request reference number

Contact Reason – Beneficiary or Joint Signer/
Add Beneficiary

Change the Ticket Status –

If Client has a HubSpot Profile: *Select OLB Closed*

If the Client does **NOT** have a HubSpot Profile: *Select OLB New Customer not in HubSpot or New Customer not in HubSpot, depending on the pipeline*

< Tickets [Actions](#) >

OLB - Add Beneficiary - client's name

Open 2 hours

Status: OLB New Customer Not In Hubspot

Pipeline: CX OLB Messages

Web Admin - OLB Original Submit Date

06/17/2022

Web Admin - OLB Reference Number

CD: Reason for Contact

Beneficiary X

Save Cancel

You've changed 1 property

5. Include a screenshot of the Client's horizon profile in the HubSpot ticket for tracking purposes

OLB secure message/ Add Beneficiary Confirmation Form – include a screenshot of the Client's online banking request for tracking purposes in a Note on the ticket

The screenshot displays a banking system interface. The top section shows account details for a 12 MONTH CD, including status (Open), issued date (06/16/2022), and current balance (\$200,000.00). Below this is a 'Customer to Account Relationships' section with a table of owners:

Short Name	Relationship	Tax ID	Include in Title	Print Seq	Calculated Relationship
[REDACTED]	JOINT SIGNOR PRIMARY (Account Owner)	Certified	Yes	Line 1	\$200,000.00
[REDACTED]	JOINT SIGNOR SECONDARY (Account Owner)	Certified	Yes	Line 2	\$200,000.00

Below the table is an 'Indirect and Other Owners' section with one entry:

Short Name	Relationship	Tax ID	Include in Title	Print Seq	Calculated Relationship
[REDACTED]	REVOCABLE PAYABLE ON DEATH (Primary Beneficiary)	*****	No		

The bottom section of the screenshot shows an 'Add Beneficiary Confirmation' message with the following details:

- Name:** [REDACTED]
- Username:** [REDACTED]
- Phone:** [REDACTED]
- Email Address:** [REDACTED]
- Account:** [REDACTED]
- Request Text:** [REDACTED]
- Reference Number:** [REDACTED]
- Date Submitted:** 6/17/2022
- Status:** Completed

An audit history table is also visible:

Full Name	Username	Date	Note
Cynthia Chocolatl	cchocolatl	06/18/2022 22:29:45	'Status' changed from 'In-Progress' to 'Completed'.
Cynthia Chocolatl	cchocolatl	06/18/2022 21:12:43	'Status' changed from 'New' to 'In-Progress'.
Cynthia Chocolatl	cchocolatl	06/18/2022 21:12:43	'Assign To' changed from 'None' to 'Cynthia Chocolatl'.
[REDACTED]	[REDACTED]	06/17/2022 13:43:35	Created

EMAIL TEMPLATES

Email/Secure Message Template

Dear FIRST NAME LAST NAME,

Thank you for contacting Quontic Bank. To access the Add Beneficiary Form, log into your online banking portal (website) and follow these instructions:

1. Click on **Self-Service**
2. Click on **Secure Messaging**
3. Click on **Service Requests**
3. Click on **Add Beneficiary**
4. Select the account/s
5. List the following information in the text box:
 - Beneficiary name(s)
 - Beneficiary phone number(s) (Optional)

Thank you for choosing Quontic!

Best regards,
Ticket Owner

Add Beneficiary Completed Template

Dear FIRST NAME LAST NAME,

We have completed your request to add the following Name (s)

1. Name
2. Name

To the following account(s):

1. last four digits xxxx
2. last four digits xxxx

If this is not correct, please let us know right away.

Thank you for choosing Quontic Bank!

IB Call Add Beneficiary Request Confirmation Template

Dear FIRST NAME LAST NAME,

It was a pleasure speaking with you today. Please confirm that you would like us to add the following Name (s) to account number(s) with the last four digits of xxxx.

Beneficiary name(s):

1. Name
2. Name

Once we receive confirmation, we will complete your request.

Thank you for choosing Quontic Bank!

CONTROLS

The Quality Assurance program will randomly review all CX work to include Add Beneficiary.

REPORTS

The Quality Assurance reports will include contact types to include Add Beneficiary.

APPENDIX

FDIC FAQs

Deposit insurance is one of the significant benefits of having an account at an FDIC-insured bank—it's how the FDIC protects your money in the unlikely event of a bank failure. The standard insurance amount is \$250,000 per depositor, per insured bank, for each account ownership category. And you don't have to purchase deposit insurance. You are automatically covered if you open a deposit account in an FDIC-insured bank.

Q: What is the FDIC?

A: The FDIC is an independent agency of the United States government that protects bank depositors against the loss of their insured deposits if an FDIC-insured bank or savings association fails. FDIC insurance is backed by the full faith and credit of the United States government.

Q: Can I have more than \$250,000 deposit insurance coverage at one FDIC-insured bank?

A: Yes. The FDIC insures deposits according to the ownership category in which the funds are insured and how the accounts are titled. The standard deposit insurance coverage limit is \$250,000 per depositor, per FDIC-insured bank, and per ownership category.

The amount of FDIC insurance coverage you may be entitled to depends on the FDIC ownership category. This generally means the way you hold your funds at the bank. Below are examples of some FDIC ownership categories:

Single accounts

Joint accounts

certain retirement accounts (N/A in Quontic)

Employee benefit plan accounts (N/A in Quontic)

Trust accounts (N/A in Quontic)

Business accounts (N/A in Quontic)

Government accounts. (N/A in Quontic)

Q: Can I have more than \$250,000 deposit insurance coverage at one FDIC-insured bank?

A: Yes. The FDIC insures deposits according to the ownership category in which the funds are insured and how the accounts are titled. The standard deposit insurance coverage limit is \$250,000 per depositor, per FDIC-insured bank, and per ownership category.

Deposits held in different ownership categories are separately insured, up to at least \$250,000, even if held at the same bank. For example, a revocable trust account (including living and informal revocable trusts commonly referred to as payable on death (POD) accounts) with one owner naming three unique beneficiaries can be insured for up to \$750,000. See "[Revocable and Irrevocable Trust Accounts](#)" for more information about how deposit insurance is calculated for these accounts.

FDIC Ownership Categories:

Ownership Categories	Explanation
<p>Single Accounts is when there is no beneficiary or joint owner/signer on the account</p>	<div data-bbox="553 359 1495 422" style="background-color: #003366; color: white; padding: 5px;"> Single Account ▼ </div> <p>A deposit account owned by one person, without named beneficiaries, including:</p> <ul style="list-style-type: none"> • Checking accounts • Savings accounts • Money market deposit accounts <div data-bbox="553 716 1495 779" style="background-color: #f0f0f0; padding: 5px;">  Coverage Limit: All single accounts owned by the same person at the same bank are added together and insured up to \$250,000. </div> <div data-bbox="553 785 1495 848" style="background-color: #f0f0f0; padding: 5px;"> NOTE: Accounts with one or more owners that name beneficiaries are insured as Revocable Trust deposits, assuming the requirements described in that section are met. </div>
<p>A joint account is when there is more than one owner/signer on the account</p>	<div data-bbox="553 900 1495 963" style="background-color: #003366; color: white; padding: 5px;"> Joint Account ▼ </div> <p>A deposit account owned by two or more people, without named beneficiaries. To qualify for coverage, all owners must:</p> <ul style="list-style-type: none"> • Be living people • Have equal rights to make withdrawals • Self-directed Keogh plan accounts • Sign the deposit account signature card (unless the account is a CD). Electronic signatures meet this requirement. <div data-bbox="553 1262 1495 1325" style="background-color: #f0f0f0; padding: 5px;">  Coverage Limit: Each co-owner's shares of every joint account at the same insured bank are added together and insured up to \$250,000. </div> <div data-bbox="553 1331 1495 1394" style="background-color: #f0f0f0; padding: 5px;"> NOTE: Accounts with one or more owners that name beneficiaries are insured as Revocable Trust deposits, assuming the requirements described in that section are met. </div>
<p>An informal Revocable Trust Account is when the Account is titled as In Trust For (ITF) or Payable on Death (POD)</p>	<div data-bbox="553 1446 1495 1509" style="background-color: #003366; color: white; padding: 5px;"> Revocable Trust Account ▼ </div> <p>A deposit account owned by one or more people that identifies one or more beneficiaries who will receive the deposits upon the death of the owner(s). This includes both formal "Living" Trusts and informal In Trust For (ITF)/ Payable on Death (POD) accounts.</p> <ul style="list-style-type: none"> • A revocable trust can be revoked, terminated, or changed at any time at the discretion of the owner(s). The account title must disclose the trust relationship with phrases such as Living/Family Trust, POD, or ITF. • Beneficiaries must be people, charities, or non-profit organizations, and must either be named in the bank records or identified in the trust document. <div data-bbox="553 1787 1495 1892" style="background-color: #f0f0f0; padding: 5px;">  Coverage Limit: All revocable trust accounts owned by the same person at the same bank are added together, and the owner is insured up to \$250,000 per beneficiary. Click here for more information about deposit insurance coverage for revocable trust accounts. </div>

Under FDIC, these are the maximum deposit insurance coverage per beneficiaries

Maximum Insurance Coverage for a Trust Owner when there are Five or Fewer Unique Beneficiaries

Number of Unique Beneficiaries	Maximum Deposit Insurance Coverage
1 Beneficiary	\$ 250,000
2 Beneficiaries	\$ 500,000
3 Beneficiaries	\$ 750,000
4 Beneficiaries	\$ 1,000,000
5 Beneficiaries	\$ 1,250,000

RESOURCES

<https://www.fdic.gov/resources/deposit-insurance/>

<https://www.fdic.gov/resources/deposit-insurance/financial-products-insured/>

<https://edie.fdic.gov/calculator.html>