



LegacyTexas Bank Customers

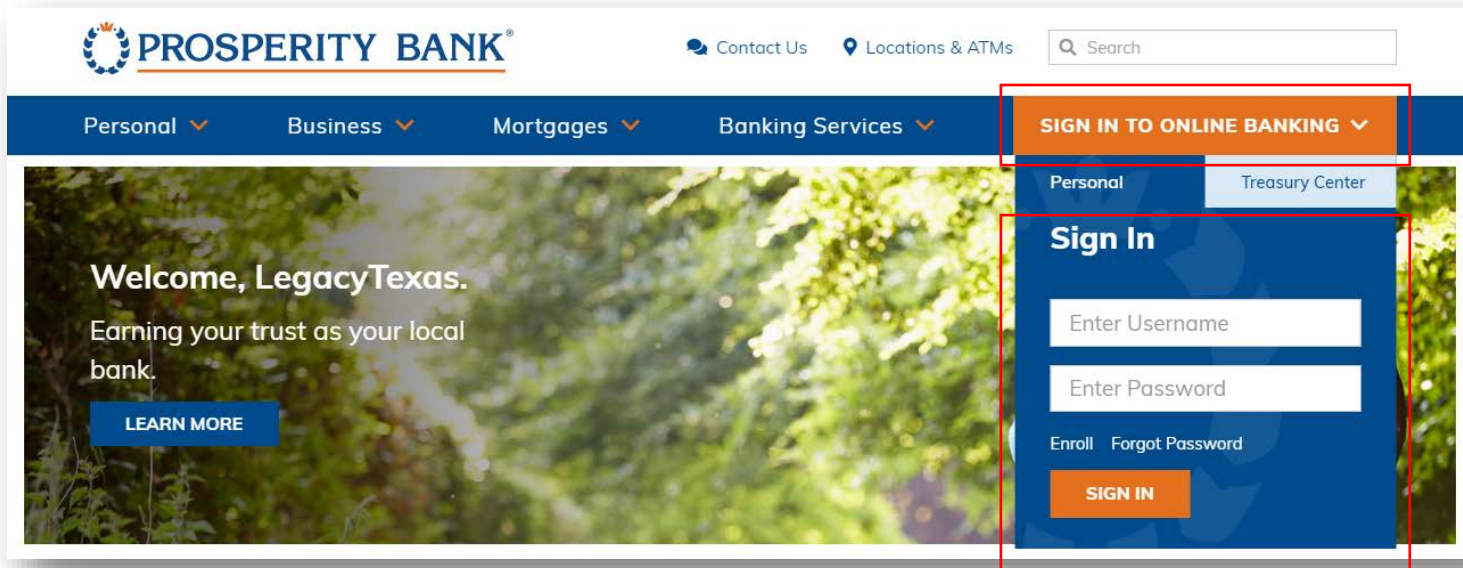
First Time Login Instructions – Personal Consumer

LegacyTexas Bank customers attempting to login for the first time to their Prosperity Bank Online Banking, please attempt to login with your previous LegacyTexas Access ID/User Name or ID. Your access information was transferred to Prosperity and was set up to work with those credentials.

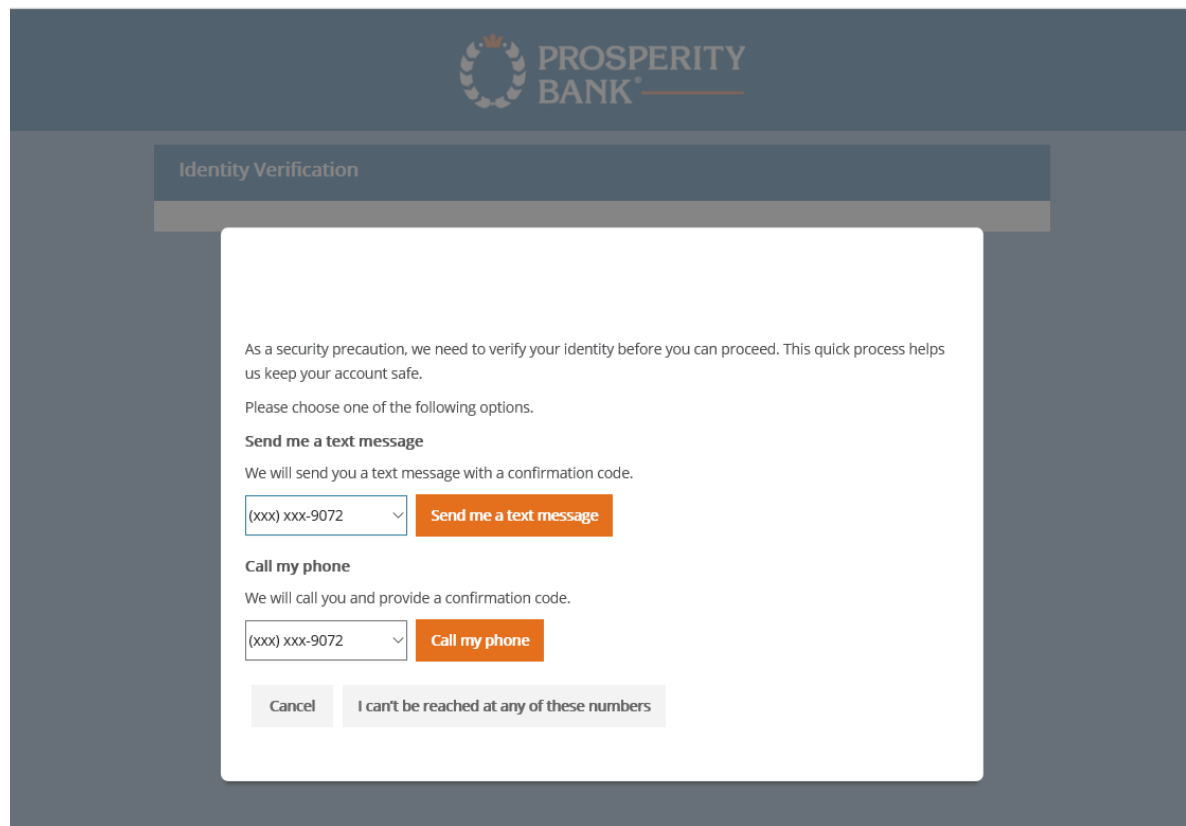
Please do not ENROLL again as this will create a duplicate access.

Login Instructions

1. Select Sign In to Online Banking from the dropdown menu from www.prosperitybankusa.com.
2. Enter existing **User Name** and **Password** and click **Sign In**.



3. **Identify Verification** - If additional authentication is requested continue with step #4. If not skip to step #6.
4. Select a method of additional verification (text, phone call, or Ask Me questions).
5. Use the drop downs to select a different phone number. Select “I can’t be reached at any of these numbers” to be asked knowledge-based questions if phone cannot be used.



The screenshot shows the Prosperity Bank Identity Verification interface. At the top, the Prosperity Bank logo is displayed. Below it, a dark grey header contains the text "Identity Verification". The main content area is a white box with the following text: "As a security precaution, we need to verify your identity before you can proceed. This quick process helps us keep your account safe. Please choose one of the following options." There are two options: "Send me a text message" and "Call my phone". Each option has a dropdown menu showing "(xxx) xxx-9072" and a corresponding orange button. At the bottom of the white box, there are two buttons: "Cancel" and "I can't be reached at any of these numbers".

PROSPERITY BANK

Identity Verification

As a security precaution, we need to verify your identity before you can proceed. This quick process helps us keep your account safe.
Please choose one of the following options.

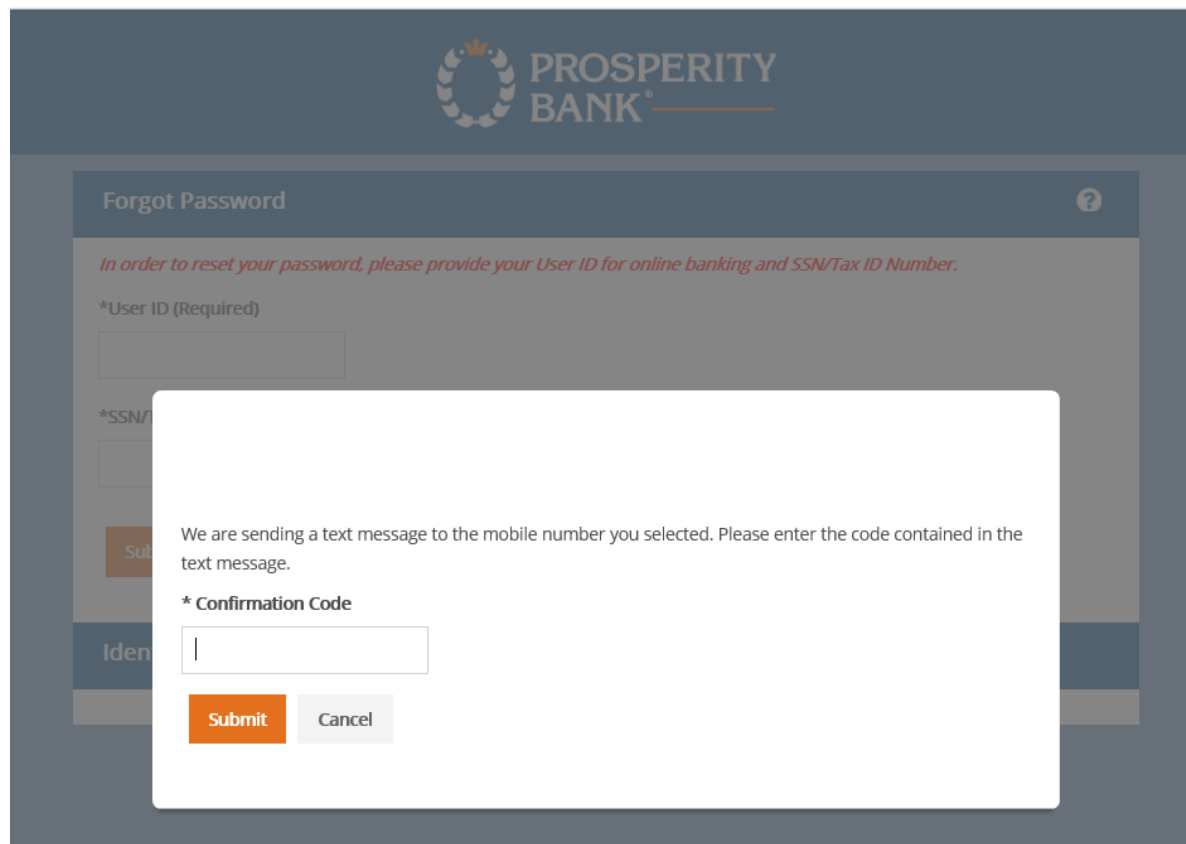
Send me a text message
We will send you a text message with a confirmation code.

(xxx) xxx-9072

Call my phone
We will call you and provide a confirmation code.

(xxx) xxx-9072

6. If text or phone call was selected, enter the code. If “Ask me questions” was selected, simply answer the questioned presented to proceed.
7. Enter code or answer questions.



The image shows a screenshot of the Prosperity Bank website's "Forgot Password" page. The page header features the Prosperity Bank logo. The main heading is "Forgot Password" with a help icon. Below the heading, there is a red instruction: "In order to reset your password, please provide your User ID for online banking and SSN/Tax ID Number." There are two input fields: "*User ID (Required)" and "*SSN/Tax ID Number". A "Submit" button is visible below the SSN field. A modal dialog box is overlaid on the page, containing the text: "We are sending a text message to the mobile number you selected. Please enter the code contained in the text message." Below this text is a label "* Confirmation Code" and an empty input field. At the bottom of the modal are two buttons: "Submit" (orange) and "Cancel" (grey).

8. Once you have entered the Confirmation Code, you will be directed to a **Password Change** screen.

- Set up your new password. Once you have established your new password, you will be directed to an **Accounts Summary** page and have accessed Online Banking.
- Steps are Complete.

PROSPERITY BANK

Home Accounts Payments Transfers Spending Profile

! Please update your password. Passwords must contain at least three of the following four items: lowercase letters (a-z), uppercase letters (A-Z), digits (0-9), symbols (~!@#\$%^&*()_+={}|:;?.,/) and must be between 8 and 32 characters. Passwords are case sensitive.

Password Change Required

Passwords must be 8 to 32 characters long, and should contain 3 of the following: a lowercase letter (a-z), an uppercase letter (A-Z), a digit (0-9), and a special character (~!@#\$%^&*()_+={}|:;?.,/).

New Password:

Confirm Password:

Update