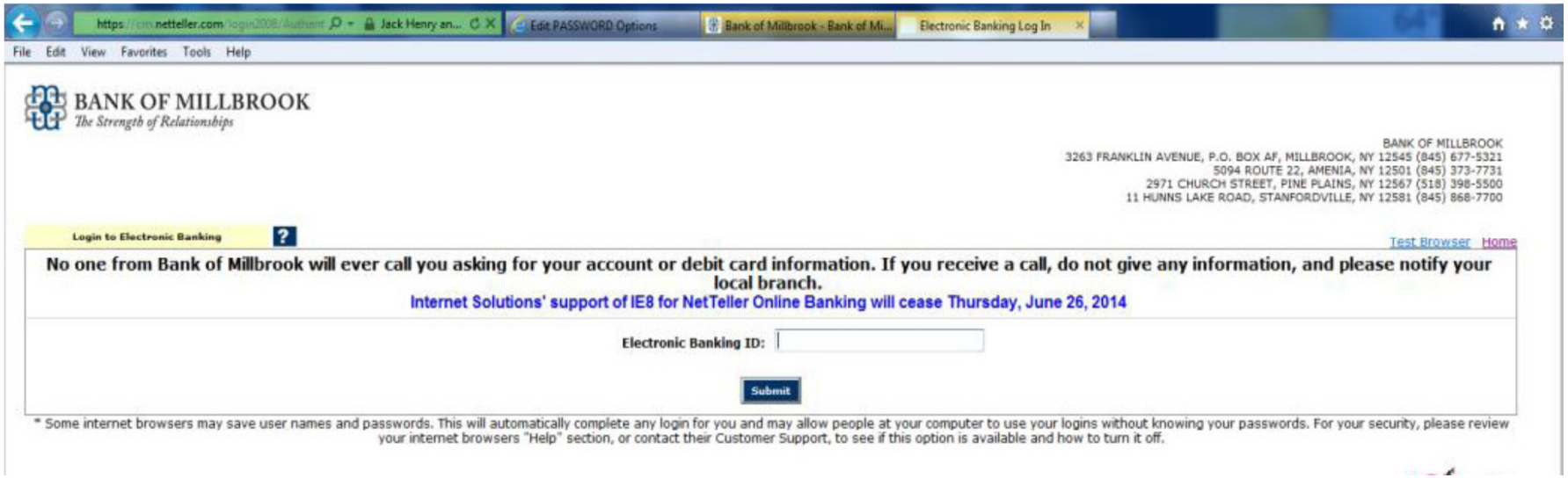
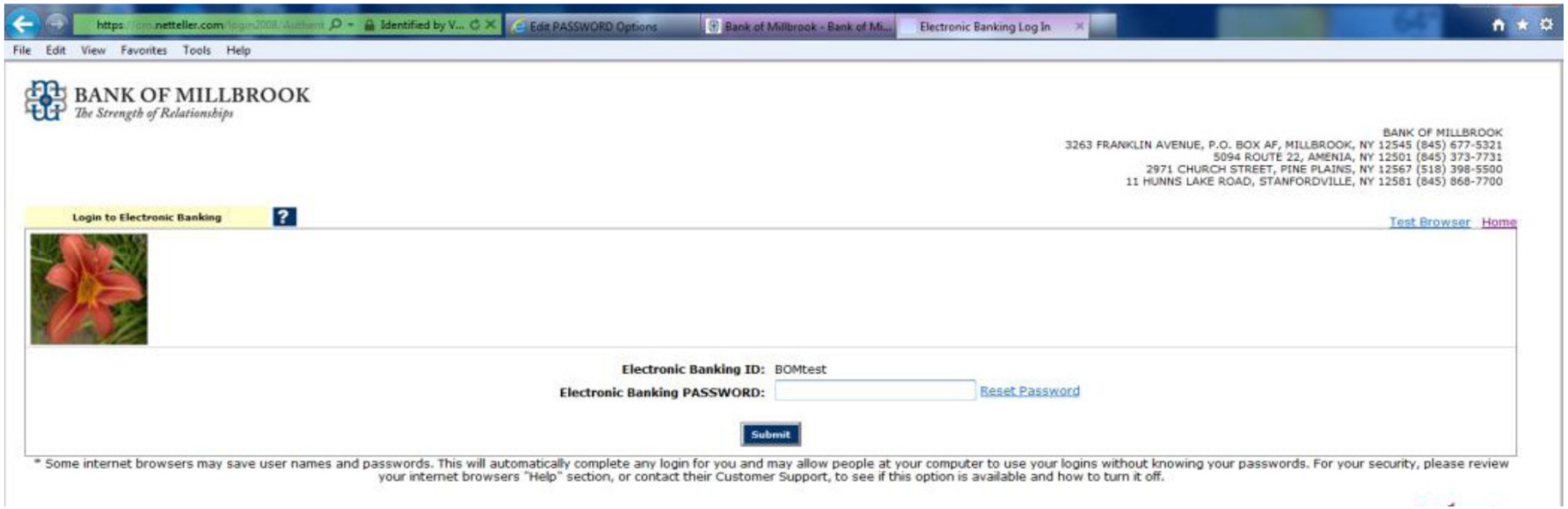
BEFORE YOU CAN RESET YOUR PASSWORD YOURSELF THE FOLLOWING STEPS NEED TO BE PERFORMED:

SIGN ON TO NETTELLER: NOTE: Electronic Banking Passwords no longer expire

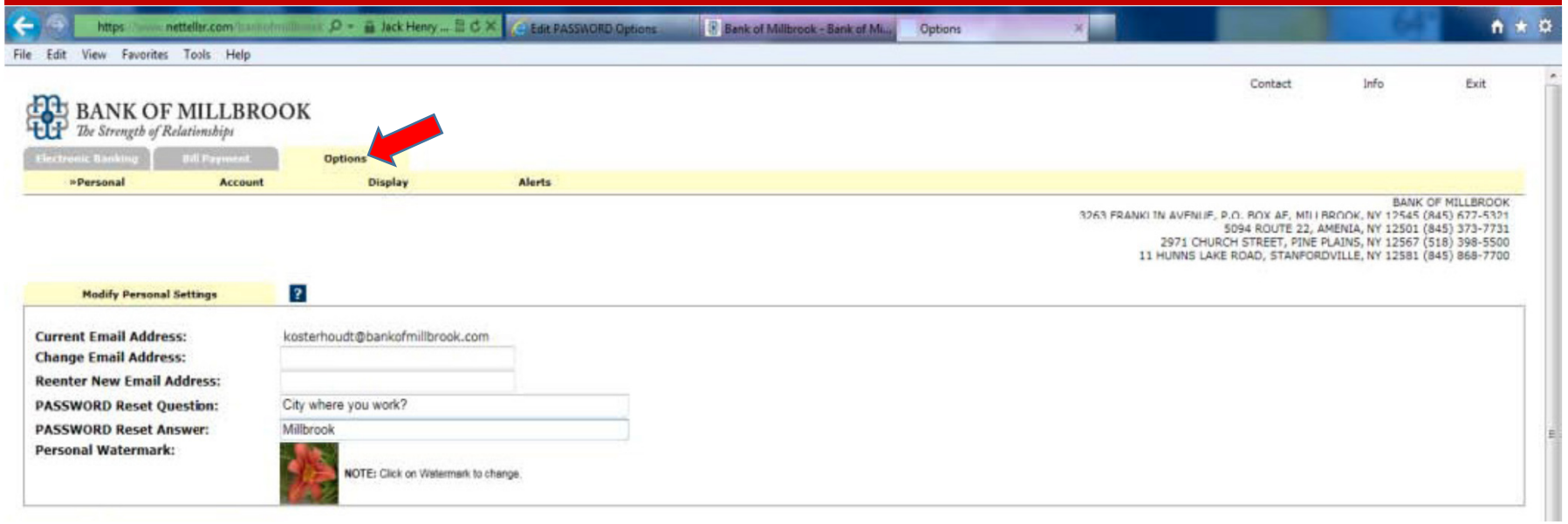
STEP 1: Enter Electronic Banking ID and submit



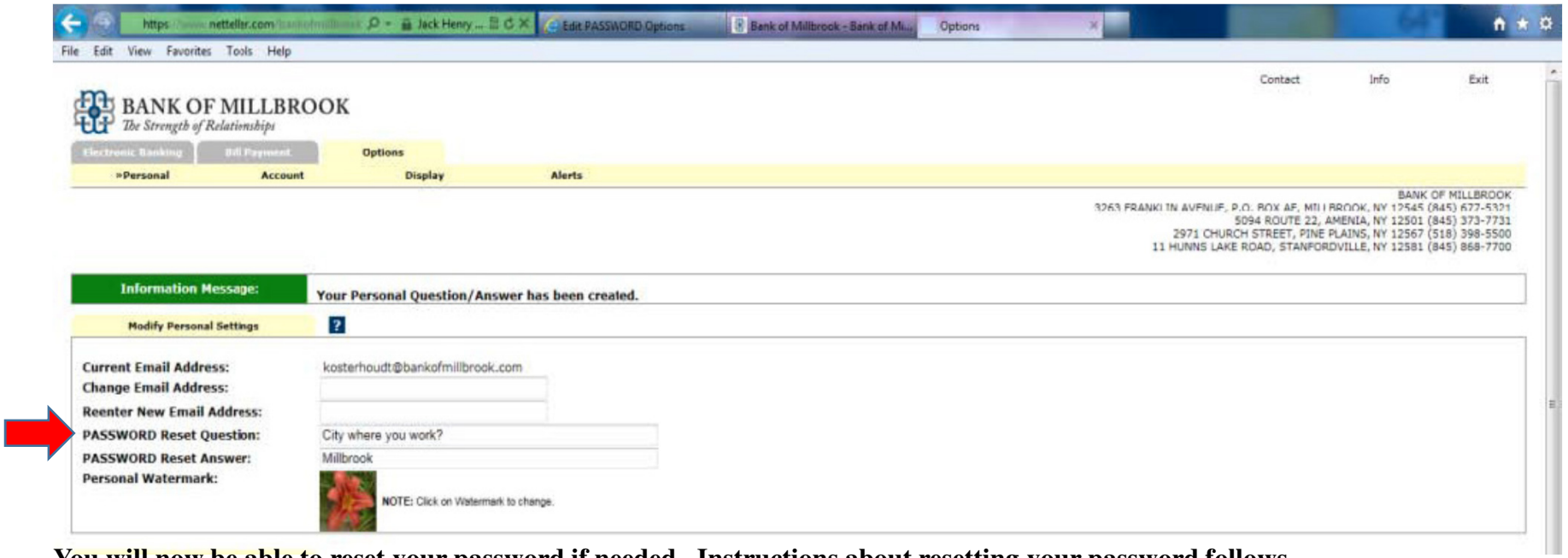
STEP 2: Enter Electronic Banking Password and submit



STEP 3: Click the Option Tab



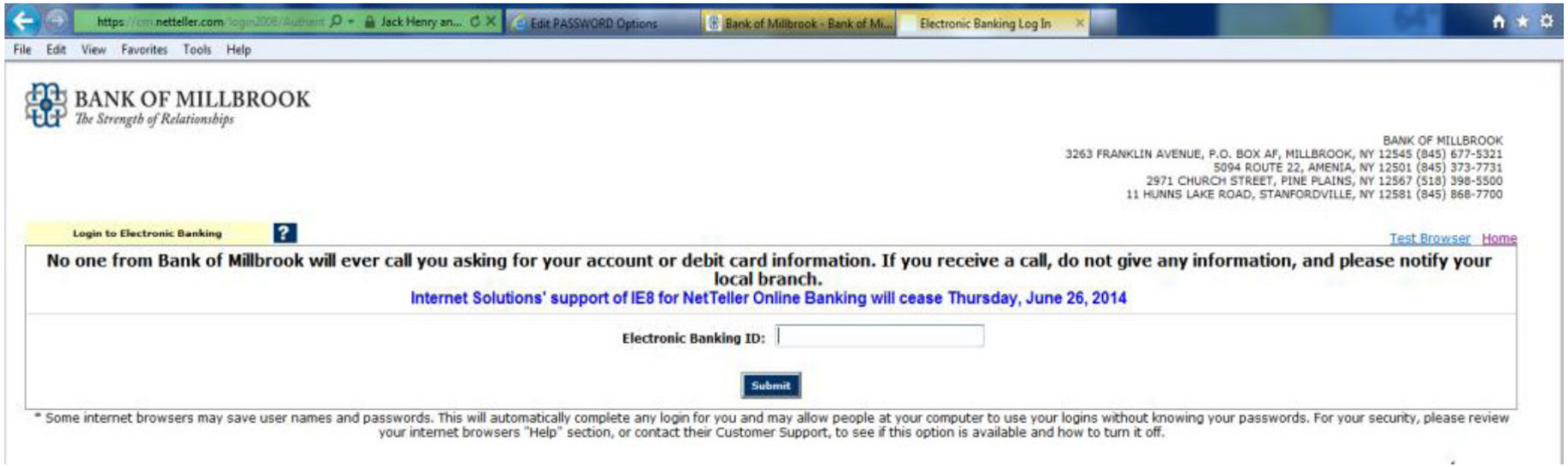
STEP 4: Create a unique question and answer in the PASSWORD Reset section – submit when completed



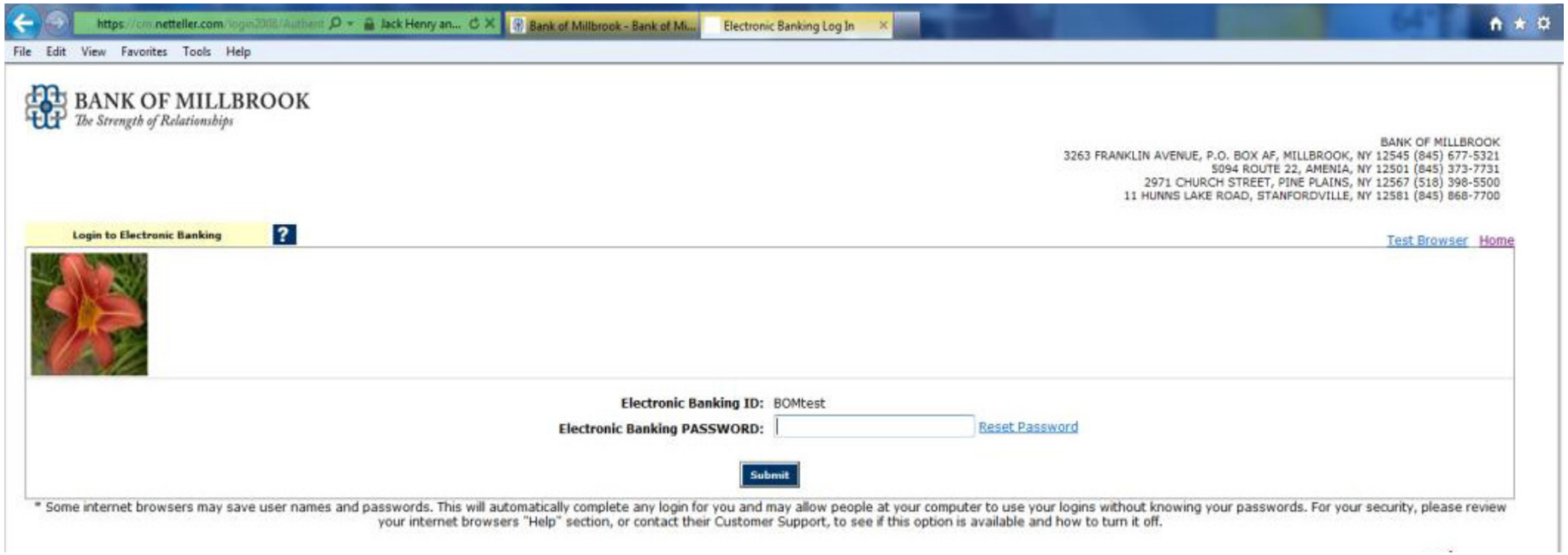
You will now be able to reset your password if needed. Instructions about resetting your password follows.

Instructions to Reset Password:

STEP 1: Enter Electronic Banking ID and submit

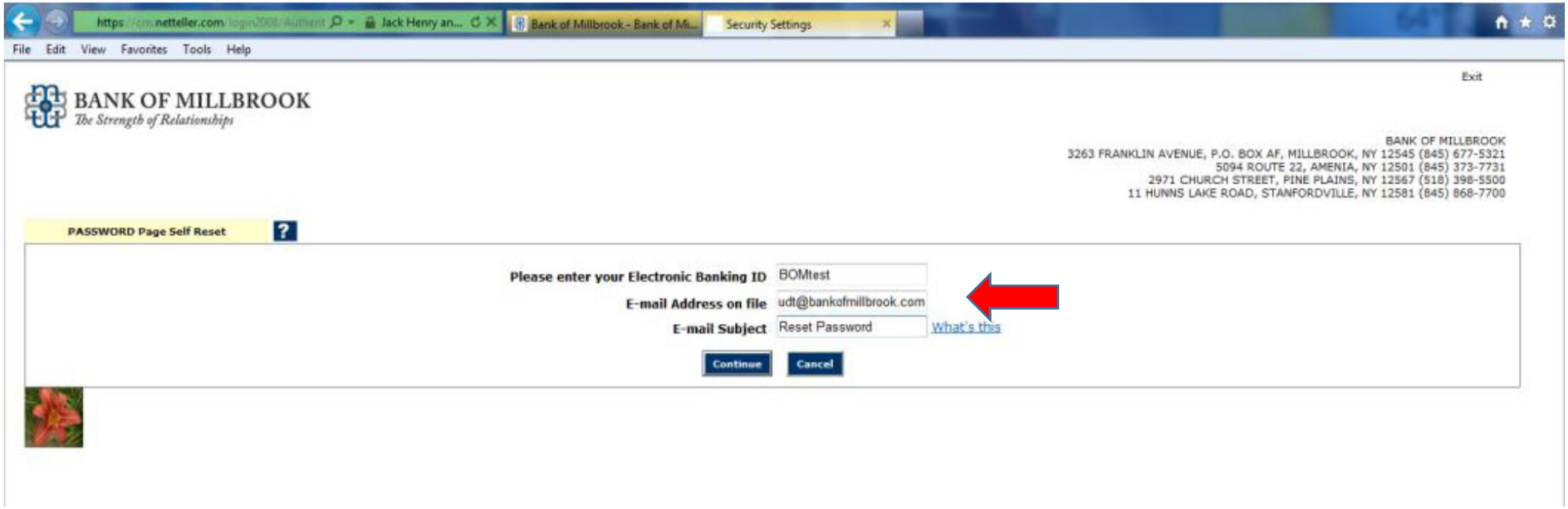


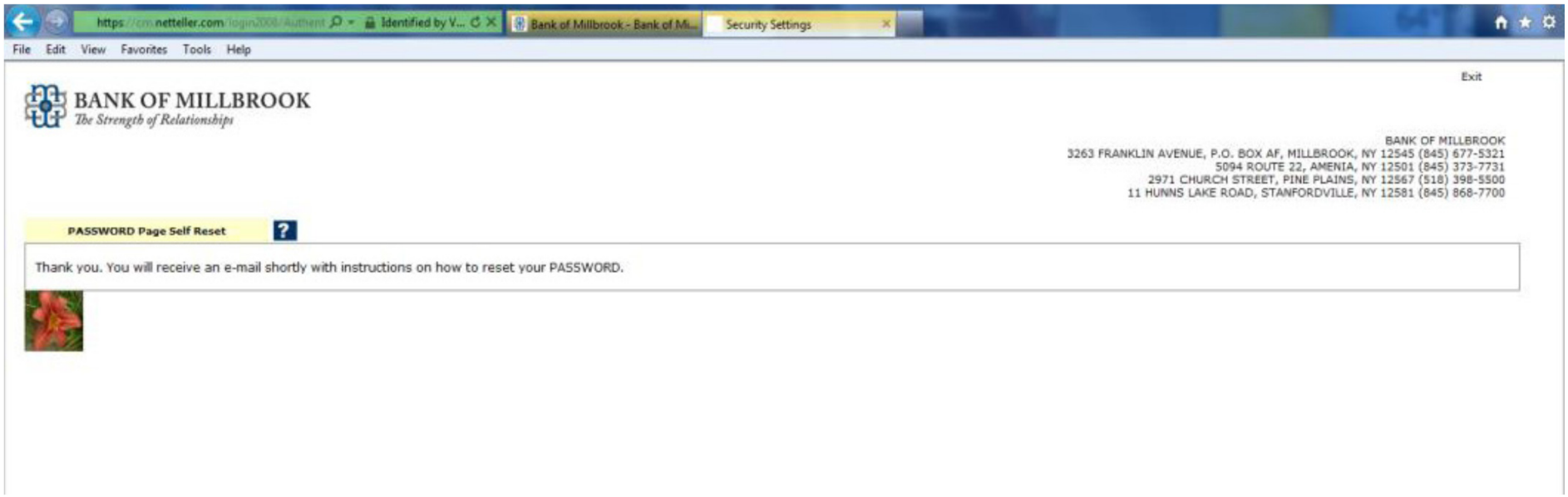
STEP 2: Click on Reset Password



STEP 3: Re-enter your Electronic Banking ID

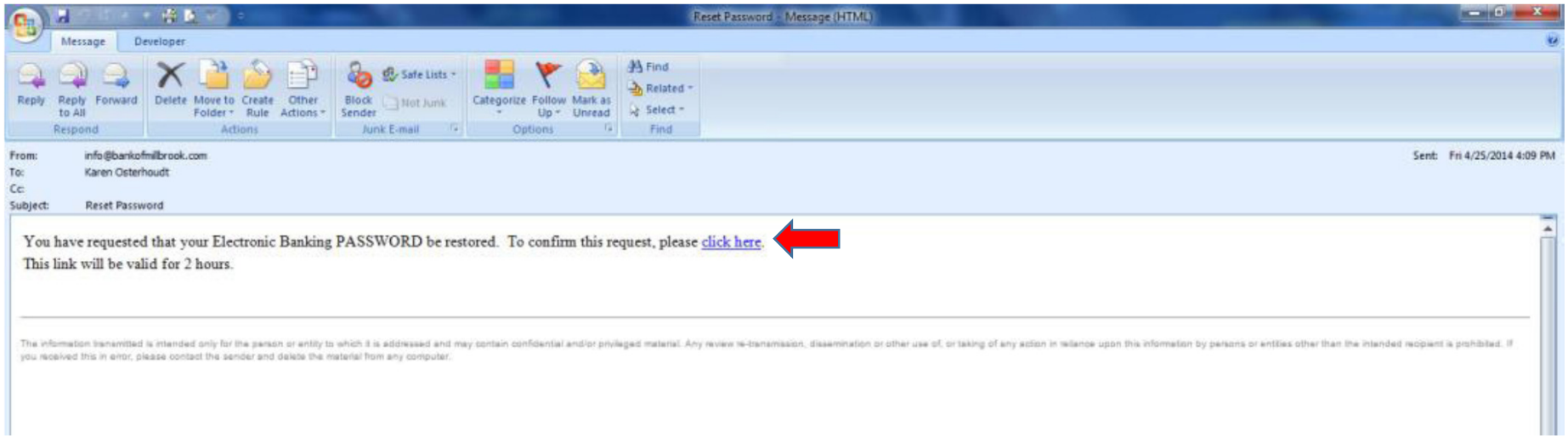
- » Enter E-mail Address on file (if you do not have an e-mail on file, contact a Customer Service Rep at one of our local branches)
- » Enter E-mail Subject – Reset Password
- » Click on "Continue"





STEP 4: You will receive an e-mail from info@bankofmillbrook.com with the subject line Reset Password.

» To confirm your request, please click on the option click here in the e-mail.

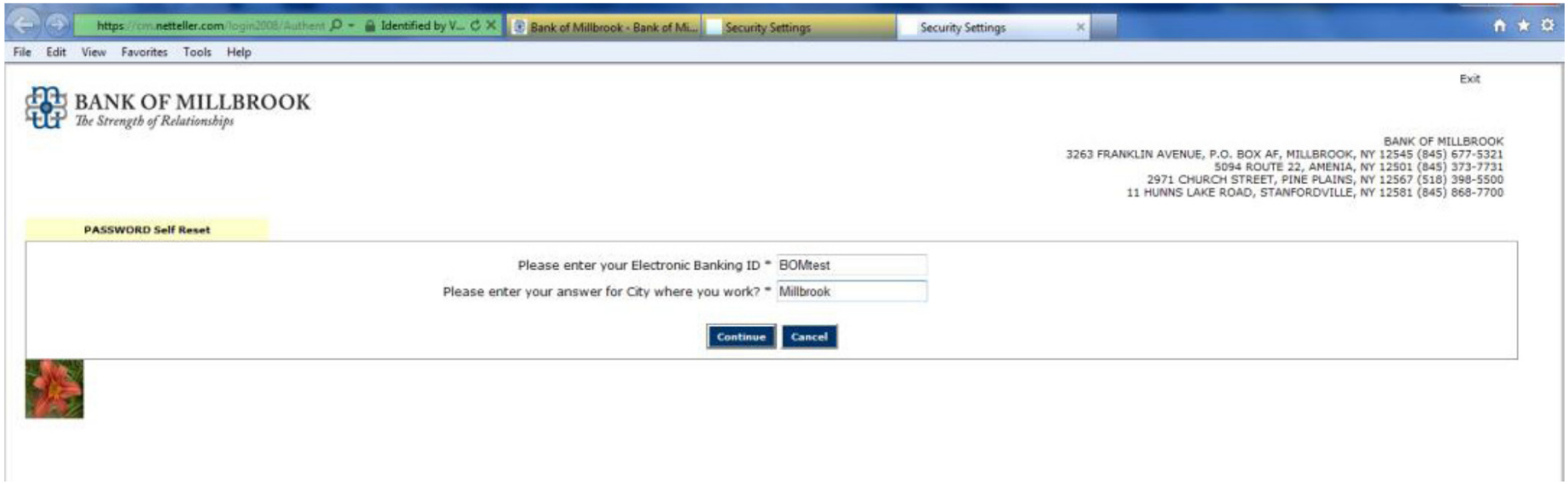


STEP 5: You will be redirected back to Bank of Millbrook's site:

» Enter your Electronic Banking ID

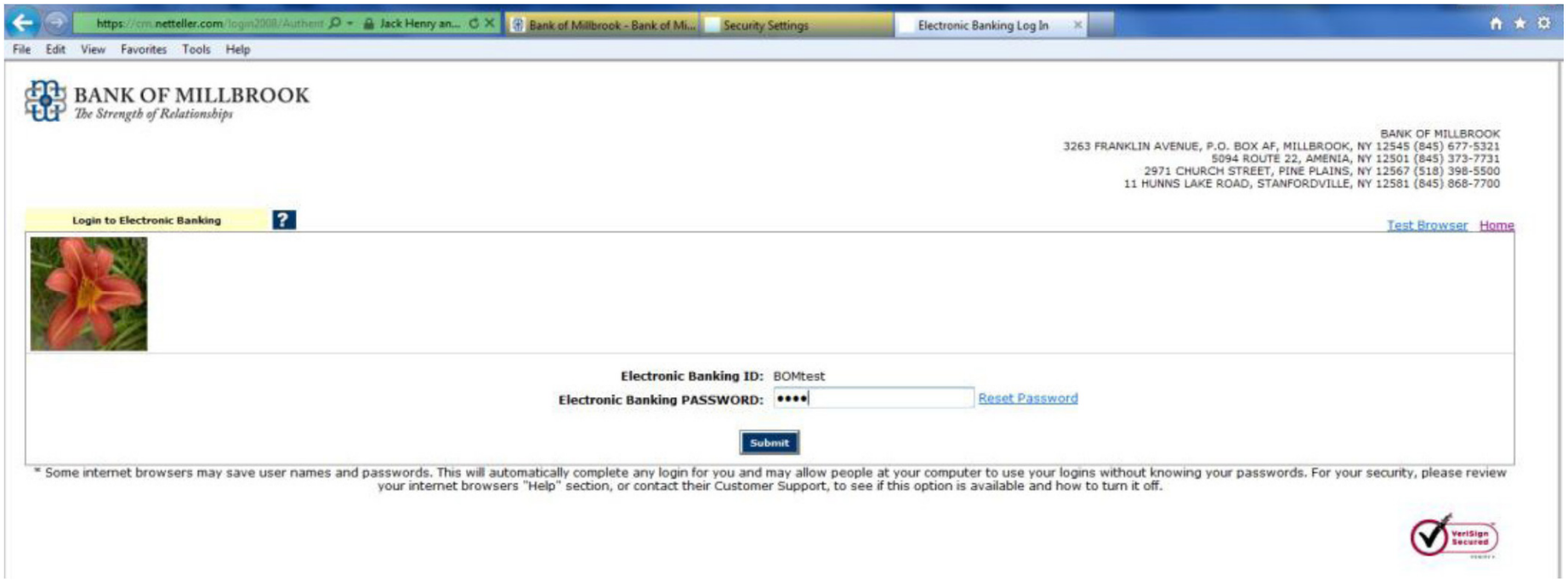
» Enter your answer for the security question you chose when setting up the Password Self Reset on your Netteller options.

» Click on "Continue"



STEP 6: Click on "Go to Login Page", you assigned password as referred to below is last 4 digits of your Social Security # or TIN #.

STEP 7: Re-enter your Electronic Banking ID and
» Electronic Banking PASSWORD: (the last 4-digits of your Social Security # or TIN #)

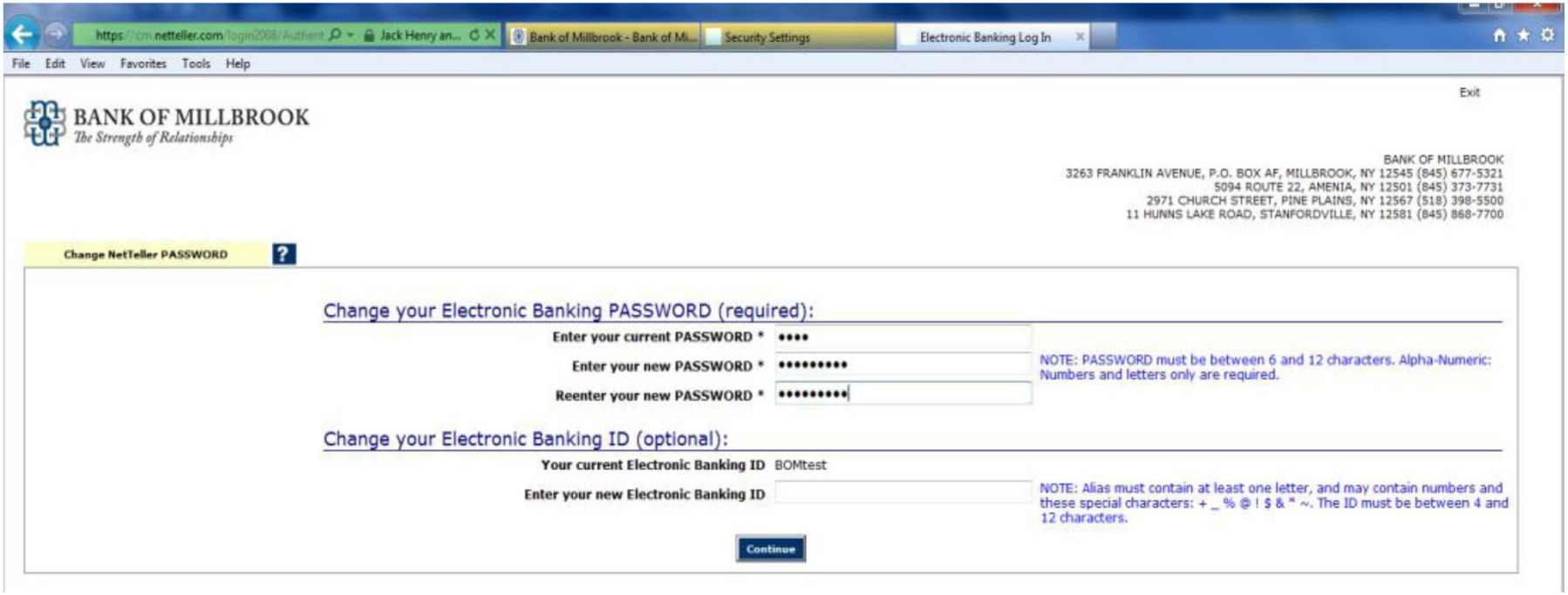


STEP 8: You will be required to change your Electronic Banking PASSWORD:

» PASSWORD Rules:

- **Must contain at least 1 letter**
- **Must contain at least 1 number**
- **Must contain at least 1 special character +_% @!$*~**
- **Must contain at least 1 upper and lower case letter**
- **Must be between 8 and 20 characters in length**
- **Must not match or contain your ID**
- **Must not match one of the previous 4 PASSWORDs**

» Click on "Continue"



Your password will then be reset to your new password. NOTE: Electronic Banking PASSWORD will no longer expire.