

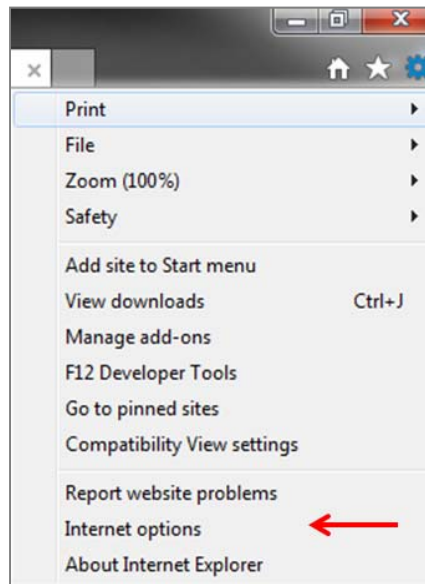


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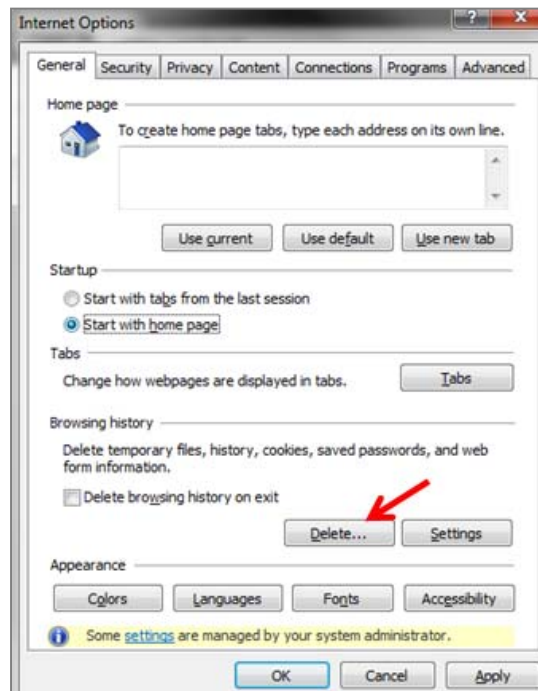
CORPORATE ONLINE BILL PAY—INTERNET EXPLORER BROWSER SETTINGS

If you use the Internet Explorer browser to launch Corporate Online Bill Pay, and encounter error messages or issues using the service, try the following steps:

1. On the browser toolbar, click the **Tools** menu  at the top right and select **Internet Options**.

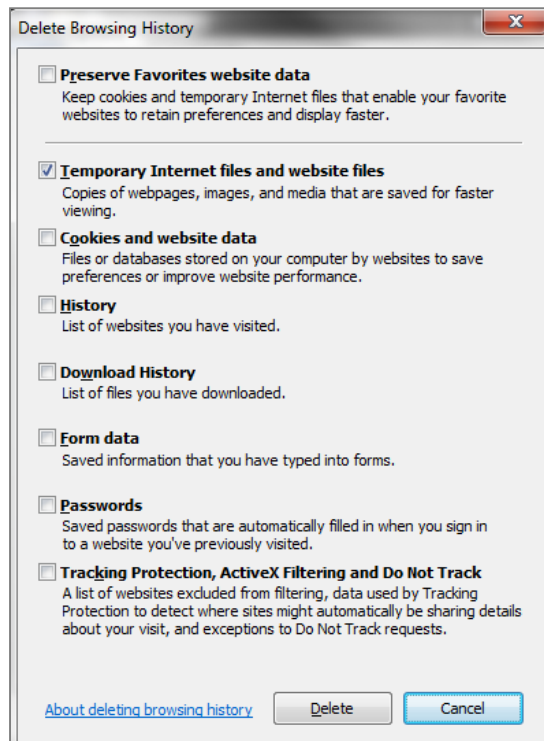


2. Click **Delete** in the 'Browsing history' section.

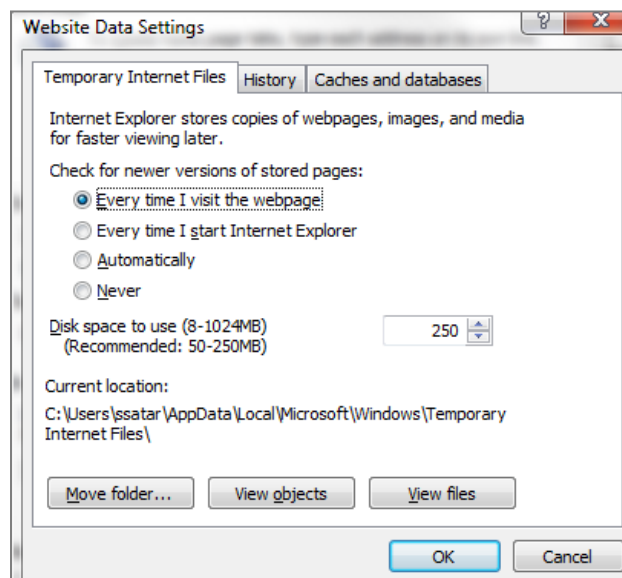


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3. On the Delete Browser History menu, clear all check boxes except the **Temporary Internet files and website files** check box. Click **Delete**.

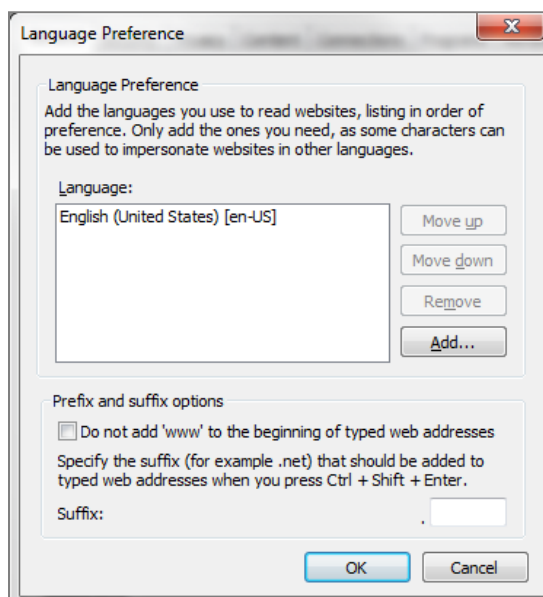


4. Returning to the General tab, click **Settings** in the 'Browsing history' section. Verify the option **Every time I visit the webpage** is selected, and click **OK**.

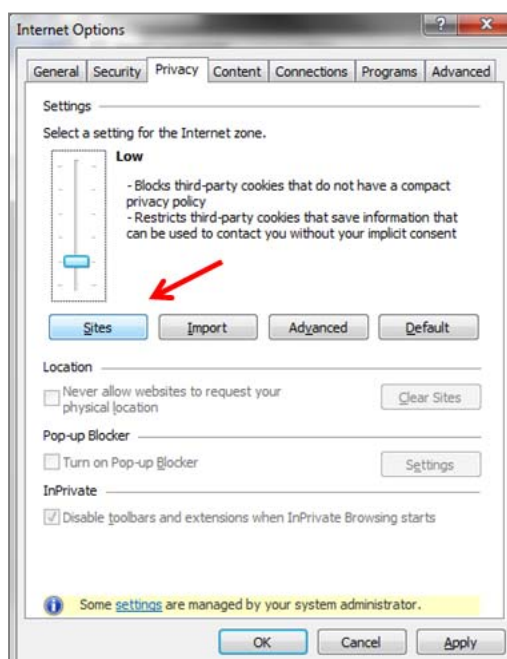


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- Returning to the General tab, click the **Languages** button and verify **English (United States) [en-US]** is the first language listed.

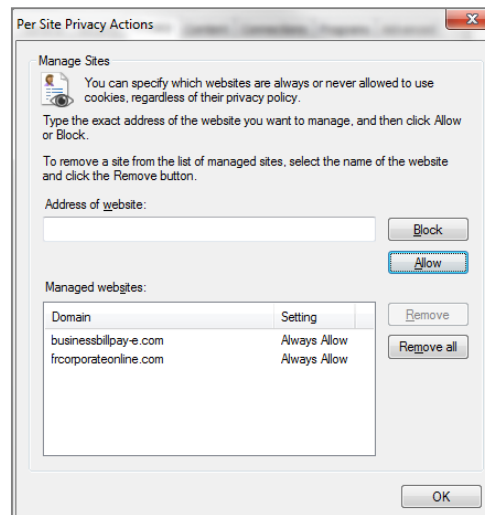


- Returning to the Internet Options menu, click the **Privacy** tab and click **Sites**.

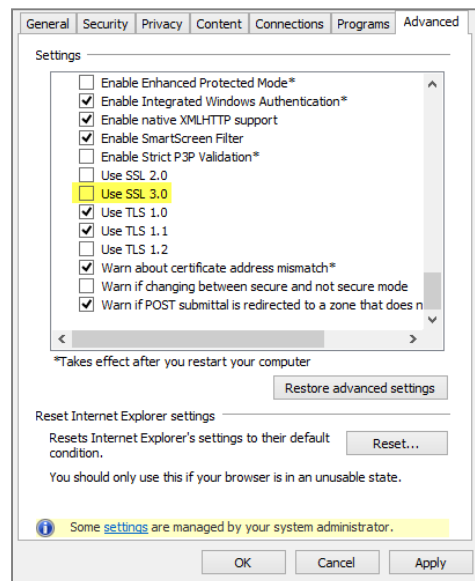


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7. In the Per Site Privacy Actions dialog, add www.businessbillpay-e.com and www.frcorporateonline.com, clicking **Allow** after entering each site. Click **OK** when complete.



8. On the **Advanced** tab, in the 'Settings' menu, scroll down and verify that any/all **TLS 1.0**, **TLS 1.1**, or **TLS 1.2** are checked and **SSL 3.0** is unchecked.



9. Once verification is complete, click **OK** to close the options menu. Restart the browser.



Contact your banker or our Online Banking Support team for more information or assistance at 1-800-221-9777.

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