

Account Services Manager (ASM) and Wealth Services Enhancements at a Glance

Introduction

Effective February 17, 2022, we are updating City National Account Services Manager (ASM) and online wealth services (Investment Account View, Portfolio Review, Online Brokerage and Client Initiated Funds Transfer) to provide clients with a more secure, updated service platform and single sign-on access through our online banking portal, City National Online. This update provides improved user experience and the convenience of **one sign-on for multiple services.** Here is a look at the changes.

Cloud-Based Hosting

In addition to an upgraded look and feel, these services will now be hosted in the cloud, offering greater security, significant reduction in scheduled maintenance windows affecting your business and the ability to perform future upgrades efficiently.

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Before	After
Login through the Services Platform	Login through City National Online (CNO) Portal
CNB.COM CONTACT US LOCATIONS CURNATIONAL BANK The way up. The way up. The way up. User Name: Jonathan233 User Password: Forget User Password? Enter your company information if applicable. Company D: Company D: Forget User Password? Password: Portfolio Review Standard Commany D: Company D: Company D: Postfolio Review Standard Commany D: Postfolio Review Standard Commany D: Company D: Company D: Company D: Postfolio Review Standard Commany D: Portfolio Review Standard Commany D: Diag On Portfolio Review Standard Commany D: Diag On Portfolio Review Standard Commany D: Diag On Postfolio Review Standard Commany D: Diag On Brokerage Standared More <	ACCESS POPULAR ONLINE SERVICES City National Online Treasury Net Business Suite* Business Suite* Business Essentials Popposit Password Wholesale Lockbox Image: City National City National City National City National City National Rewards
How You Benefit a	nd What You'll Do
 CNO Benefits: Improved security Single sign-on to multiple treasury services on CNO with one User Name/password City National Business Suite® and Business Essentials Business Bill Pay ACH Positive Pay Account Reconcilement Processing E-Deposit Additional services will be added to CNO in 2022 More reliable platform 	 Steps You'll Take: Enter your User Name and Password, then click Sign In. Choose from Text Message, Email or Voice Message to receive a one-time Verification Code. When you receive the code, enter in the field provided. Choose Account Services Manage from the menu of your available services.



Before After Home Page Clutter of Links and Buttons **Upgraded Look & Feel** CNB.COM | CONTACT US | LOCATIONS S P 7/3/2014 SIGN OUT Overview and Status Request New Accounts Add Services Delete Services Forms 4 Overview and Status CITY NATIONAL BANK TALK WITH US: (800) 599-002000 My Company's Requests My Requests Q Search OVERVIEW AND STATUS View: My Requests My Company's Requests ACCOUNT SERVICES MANA Request # * Name * Status -Last Updated Date -Last Updated By * Overview and Status > 55415 test 2 021621 02/22/2021 Ga Processed Request# Name Status Updated On Updated By Request New Accounts Ga h > 55454 Add Services test2 021721 Processed 04/21/2021 4000 Liz Taylor Submitted 1/24/2014 Mark etest28 Add Services Ga h > 55703 Delete Services 030321 Processed 04/21/2021 4921 Submitted 4/17/2014 SP Delete Services Bankruptcy test > 54032 test - bankruptcy 120420 01/08/2021 Ga Cancelled + 4936 Submitted 4/17/2014 SP Bank Test Ma Forms • 51404 Johnson Submitted 7/3/2014 SP > 54263 Approver Test Cancelled 01/08/2021 > 54536 Cancelled 01/11/2021 - 51410 Ga h Top Form Business Solutions Submitted 7/3/2014 SP Johnson Account (1999111139) > 54608 Test functionality Cancelled 01/12/2021 Ga h Johnson Operations (199911140) Johnson Payroll (199911141) > 54614 TestSaveFunction Cancelled 01/11/2021 Ga h 1 50507 KG Test 2014 05 14 001 Processed 5/21/2014 Mark etest28 > 54629 Cancelled 01/08/2021 Gan System 4225 TEST Aleks 6/17/2014 Mark etest28 > ABC Acct 022521 55649 Cancelled 02/25/2021 Ga Cancelled System Cancelled 2 3 4 5 **F** M 10 v items per page 1 - 10 of 64 items 4939 6/17/2014 SP test dup name ADD OWNERS AND SIGNERS 8 Add Owners and Signers + ADD COMPANY OR TRUST - Establish Companies/Businesses or Trusts using an EIN. Add Company or Trust Establish Companies/Businesses or Trusts using an EIN V - ADD INDIVIDUALS - Establish Individuals, Company/Business or Trust Names using a Non-EIN. Add Individual Establish Individuals, Companies/Businesses or Trusts using an Non-EIN. 2 First Name Middle Name Tax ID Type Tax ID Last Name New/Existing Enter required individual's name and click Add. Enter required individual's name and click Done * Required fields First Name * Last Name * Tax ID Type * Tax ID * New or Existing Client * Middle Name * Tax ID Type New or Existing Smith * First Name Middle Name * Last Name * Tax ID Boh Social Security Nur 🗸 111-11-1111 New Social Security N 🔻 Existing Jane Test 123-44-4444 Also Known As/Trust/DBA Names Professionally Known As Also Known As/Trust/DBA Names Professionally Known As 6 Add Cancel + ADD Third Party's Agent Signer(s) V THIRD PARTY'S AGENT SIGNER(S) Done Cancel CONTINUE | CANCEL



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elow are the new accounts you have identified for account transfer ser	ervices. Add any other existing accounts that	Account New or Exhibiting
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Account	New or Existing	
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+ Add existing accounts one at a time		LLC Business Checking / Company - Test Company LLC
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How You Benefit

- Minimal learning curve for existing ASM users
- Cleaner interface
- Consistent with other City National online services and platforms







	Before		After	
Login	through the Services Platform	Login through City National Online (CNO) Porta		
CNB.COM CONTACT US LOCAT	TONS	ACCESS POPULAR ONLINE SERVICES	IGN IN TO City National Online User ID	
Enter your user information User Name: Jonathan233 User Password: Erroot User Password? Enter your company information if applicable.	New Enhanced Security - Now Available! In an effort to provide you with even greater protection online, we have implemented easy-to-use security features that add an extra level of user authentication. Click here to learn more about our enhanced security features. Client Support Numbers For web site technical For account and other banking support, call support Mon.Fri	Treasury Net Business Online E-Deposit Wholesale Lockbox	Business Suite* Password	
Company D: Company Password: Forgot Company D or Password Log On	©Portfolio Review 800-708-8881@ 877-442-4262@ Learn More ©Financial Summary 800-708-8881@ 877-442-4262@ Learn More ©Tota Sign on 800-660-6282@ 877-442-4262@ Learn More ©Investment Account View 800-708-8881@ 877-442-4262@ Learn More ©Money Market Transfer 800-280-4864@ 877-442-4262@ Learn More	ALL ONLINE SERVICES Account Service Manager ACH Positive Pav	Remember my User ID	
Testing for MMT	Orokerage 800-280-1464@ 877-707-4252@ Learn More Retirement Services 800-660-6282@ 877-442-4262@ Learn More eCityRec 1-800-599-0020@ 877-442-4262@ Learn More OPIan Sponsor Data Transfer 800-660-6282@ 800-660-6282@ Learn More OPIan Sponsor Data Transfer 800-660-6901@ 877-442-4262@ Learn More Online Loan Transfer 800-600-6901@ 877-442-4262@ Learn More	ARP Reports Book2Bank Brokerage City National Card Alerts	SIGN IN	
	waccount Services Manager suu-S99-UU2U 8/7-442-4262 Learn More	City National Rewards	Forgot User ID? Forgot Password?	

How You Benefit and What You'll Do

CNO Benefits:

- Improved security
- More reliable platform

New steps you'll take:

- 1. Visit cnb.com.
- 2. Select Sign In in the upper right-hand corner.
- 3. Enter your User Name and Password, then click Sign In.
- 4. Choose from Text Message, Email or Voice Message to receive a one-time Verification Code.
- 5. When you receive the code, enter in the field provided.
- 6. Choose your preferred service from the menu of your available services.



Before	After
Access Investment Account View and Brokerage at the top menu	Access Brokerage, Portfolio Review or Investment Account View by clicking Accounts on the top menu
Home Experience Online Premier X O Signing documents for Nasdag II X // City National Bank - CNB Service X +	CITY NATIONAL BANK My Profile Sign Out
← → C A A https://www.services.cnb.com/MMXFerRequest.aspx	Dashboard Accounts - Receivables Admin - 32 📞 🗹 ⁶ Brokerage
PORTFOLIO REVIEW	Trust Portfolio Review tements
Money Market Transfer Investments Brokerage Client Reports Financial Summary Administration Secure Requests Log Off	Trust and Investment Statements
Request Brokerage Money Market Transfers	Gain/Loss & Holding Reports All News and Updates You may select up to 5 statements to download at a single time. Ratings Definitions * Excludes accrued income. * Statements online are verable in PDF format and requires the use of Adobe Acrobat Reader software. If you do not have Adobe Acrobat Reader, you can download it from the Adobe website for free. Account Summary Help

Before After					
Access Money Market Transfer at the top menu	Access Money Market Transfer by clicking Transfer Brokerage Funds Transfer on the top menu				
Home Experience Online Premi: X Signing documents for Nasdaq X City National Bank - CNB Service X +	CITY NATIONAL BANK AN RBC COMMANY Dashboard Accounts Transfers - Payments Brokerage Funds Tra Transfer Request For more information about transferring funds between accounts, please call City National Securities during business hours of 6:30 AM to 5:00 PM (PST) at (800) 280-1464. - For same day credit, transfer requests must be entered before 11:00 AM (PST) - transfer between brekrage accounts and bank accounts an only be prformed between linked accounts - The balances are as of the beginning of the current business day From Te Select To Account: Effective Date (MM/DD/YYY)	My Profile Sign Out			
How You Benefit					
Improved user experience with more modern, easy to read screens					



Investment Account Statements View

	Bef	fore							After			
Outdated user experience				Clean, s	uccinct vie	w of In	vestment	Statem	ents			
	Investment A	Account View				<i>.</i>	CITY NATIONAL BANK				N	Iy Profile Sign Out
							Dashboard Accounts - Admin -					ଡ ∿ ⊠ ⁰
Quarterly Newsletter	Rating Definitions Portfolio Revie	ew Download	Holdings	Download G	ain/Loss	Help	Trust & Investment S	atements			Last signed in: De	cember 09, 2021 5:35 PM.
Select Account: All		~	and St	atement Date: 3/3	31/2021 🗸	Go	Trust and Investment Statements	Account				
Click on the Statement Dat	to be view the DDE statement						Gain/Loss & Holding Reports	All		•		
Account Number	Account Name	Market Va As Of 4/29/2	lue 2021	Statement Date	Period Covered	Relationship Contact	News and Updates	You may select up to 5 statemer	nts to download at a	single time.		
177339100	CNR CORPORATE BOND FUND	\$128.967	a income) 7.886.89	3/31/2021	Monthly	2 -7	Ratings Definitions	 2017 Statements 				
177339100 - Consolidated	CNR CORPORATE BOND FUND	\$163,154	,219.59	3/31/2021	Monthly	100 M	Account Summary Help					Deletionship
177340100	CNR GOVERNMENT BOND FUND	\$34,186	5,332.70	3/31/2021	Monthly	and the second s		Statement Date 🗸	Number	Name	Period Covered	Contact
22334455 - Consolidated	BSG TEST ACCOUNT	\$1,763	8,858.25	3/31/2021	Monthly	and the second s			20205020	210521 1 Culture V		SAMANTHA
33445577 - Consolidated	SAMPLE ACCOUNT 1	\$87,787	,809.96	3/31/2021	Monthly	and the second s		11/30/2017	Consolidated	CARONIS TRUST 174-0	Monthly	DIVALENTINO (212) 207-6812
33445577 - Consolidated	SAMPLE ACCOUNT 1	\$106,927	,470.19	3/31/2021	Monthly	A CONTRACTOR						(212)20/0012
33445577	SAMPLE ACCOUNT 1	\$48,739	,769.39	3/31/2021	Monthly	No.		10/31/2017	38205820 -	GEORGE & SHIRLEY	Monthly	SAMANTHA DIVALENTINO
44556677	SAMPLE ACCOUNT 2	\$39,048	8,040.57	3/31/2021	Monthly	and the second s			Consolidated	CARONIS TRUST 174-0		(212) 207-6812
55667788	SAMPLE ACCOUNT 3	\$30,255	631.38	3/31/2021	Quarterly	The second secon						FAITH
66778899	SAMPLE ACCOUNT 4	\$6,149	,307.30	3/31/2021	Monthly	The second secon		09/30/2017	00558001	MT ŠINAI MEMORIAL	Quarterly	WHITMAN/JENN
66778899 - Consolidated	SAMPLE ACCOUNT 4	\$45,197	,347.87	3/31/2021	Monthly	The second secon		_		PARK		EAUGH (213) 673-8899
PECTECTOC	BECTECTOR	#110	E70 07	3/31/0001	Monthly	932						
	e la	aproved	ISAr	experier	ł ce wit	How You	Benefit	screens				

- Similar to Personal Online Banking experience
- Users can download up to 5 statements at one time, instead of 1.



Online Portfolio Review

E	efore	Afte	r	
To access Portfolio Review, u then Port	sers must first click Investments folio Review	Access Portfolio Review di My Accounts > Po	rectly from the top menu ortfolio Review	
Investm	nt Account View			
Quarterly Newsletter Rating Definitions Portfolio	Review Download Holdings Download Gain/Loss Help	CITY NATIONAL BANK	My Profile Sign Out	
- Lu		Dashboard Accounts • Receivables • Admin •	∂ ∿ ⊠ ⁰	
Select Account: All Click on the Statement Date to view the PDF statement.	✓ and Statement Date: 3/31/2021 ✓ Go	Trust & Investment Account View tements		
Account Number Account Name	Market Value Statement Date Period Relationship As Of 4/29/2021 Covered Contact Contact (Excludes Accrued Income) Covered Contact Contact	Account		
177339100 - Consolidated CNR CORPORATE BOND FUND	\$163,154,219.59 3/31/2021 Monthly			
177339100 CNR CORPORATE BOND FUND	\$128,967,886.89 3/31/2021 Monthly			
	How You	Benefit		
 Improved user experience with more modern, easy to read screens. 				
•	Less clicks required to launch Portfolio	o Review.		
•	The downstream system you're taken	to after selecting your account number	er is still the same.	



Online Brokerage

Before		After	
Outdated, unclear view of Brokerage Accounts	Improved user interfa	ce with filtering and i accounts per page	increased number
CITY NATIONAL SECURITIES	If City National Bank - Business × +		v 哈 ☆
Money Market Transfer Investments Brokerage Client Reports Financial Summary Administration Secure Requests Log Off			My Profile Sign Out
Online Brokerage	Dashboard Accounts • Transfers • Payments •	Receivables I Fraud Control Admin varcess it	Training Calendar 😯 📞 🖂 🎱 Last signed in: January 04, 2022 7:11 PM.
Click below to directly access your City National Securities Brokerage account(s). For assistance in placing a trade, please call 1-800-280- 1464. BHS-262463 CNS LIFECYCLES - VIEW CNS-015253 CNS CIMMT DATA - VIEW BHS-202471 CNS EASI LINK, INC - VIEW MGR-087288 CNS AUTO TEST 1 - VIEW BHS-297475 CNS TRADE DEMO ACCOUNT - VIEW MGR-087300 CNS AUTO TEST 2 - VIEW Customer Service: 1-800-280-1464 IMPORTANT: For protection of your confidential information, the browser's Back button does not function with this online service.	Account Number 7676034777 1234567890 BH5-297475 AAA-123456 MOORTANT: For assistance, please call customer service Note: To protect all confidential information, the browser	Short Name Existing ID #2 Invalid account will Error Staging Test ID Existing ID at 1-800-280-1464 % back button does not function with this service	Showing accounts from 1 to 4. Total : 4
How You	Benefit		
 Easier to view and select accounts Filtering capability allows user to quid Increased maximum accounts per pa The downstream system you're take 	ckly find accounts that mee ge to 250 to reduce pagina n to after selecting your acc	t certain criteria ation count number is still the	same.



Client Initiated Funds Transfer

		Before			After		
To tra	To transfer funds, user would select 'Buy' or 'Sell'			To transfer funds, user can select accounts to move mone 'To'/'From'			
Cry NATIONAL SECURITIES UN Instantiant Market 70 House Hail Money Market Transfer Investments Brokerage Client Rep Transfers for all Grids must be enseed before 1100 AM Pacifs Time Barenes are as office segment of data set. Transfers for all Grids must be enseed before 1100 AM Pacifs Time Barenes are as office segment of data set. The set of the segment of the set of the set of the set of the Barenes are as office segment of the set of the set of the Barenes are as office segment of the set of the set of the Barenes are as office set of the set of the set of the set of the Barenes are as office set of the set of the set of the set of the Barenes are as office set of the set of the set of the set of the Barenes are as office set of the set of the set of the set of the Barenes are as office set of the set of the set of the set of the Barenes are as office set of the set of the set of the set of the Circle Set of the set of the Set of the set of	Institution Security Administration Security Request Request Transfer business day Linked Bank Deposit Account 11/30/9770 Context Control, CMS MM 10/10/25/45 CMB BAnk CONTROL, CMS MM 10/10/25/45 CMB BAnk, CONTROL, CONTROL CMB BAnk, CONTROL, CONTROL CMB BANK, CONTROL CMB BANK, CONTROL CMB BANK, CONTROL CMB BANK, CONTROL CMB BANK, CONTROL	re Requests Log Off It Brokerage Money Market Transf Review Transfers Up Collected 4 5.137.4 0 5.139.01 0 2.139.01 0 1.139.01 0 2.139.01 0 1.139.01 0	Interference Interference sters Interference Action Transfer Amount Buy O set Interference Buy O set Interference Buy O set Interference Stat Interference Buy O set Interference Stat Interference Stat Interference Stat Interference	Online Banking V GO mn0222 - Previous Login Date: 6/30/2021 1:11:131 PH Effective Date 7/29/2021 Go 7/29/2021 Go 7/29/2021 Go 7/29/2021 Go 7/29/2021 Go 7/29/2021 Go 7/29/2021 Go	Cay National Bask - Request Cay National Bask - Request Car Counternant Database Car Counternant Select From Account HISODORSS GHOSTLEY-Money Market Bal:S10000.00 Gov. Select From Account To Select From Account Car Counternant Select From Account Car Counternant Select From Account Car Counternant Car Counternant	My Profile Sign Out	
				How You Bene	fit		
	•	Improved u Clearer ver New search	user experience rbiage - Transfe h functionality a	with more moderr rring 'From' and 'T dded to easilv sele	, easy to read screens o' accounts compared to 'Buy'/'Sell' ect which accounts to transfer to and from		