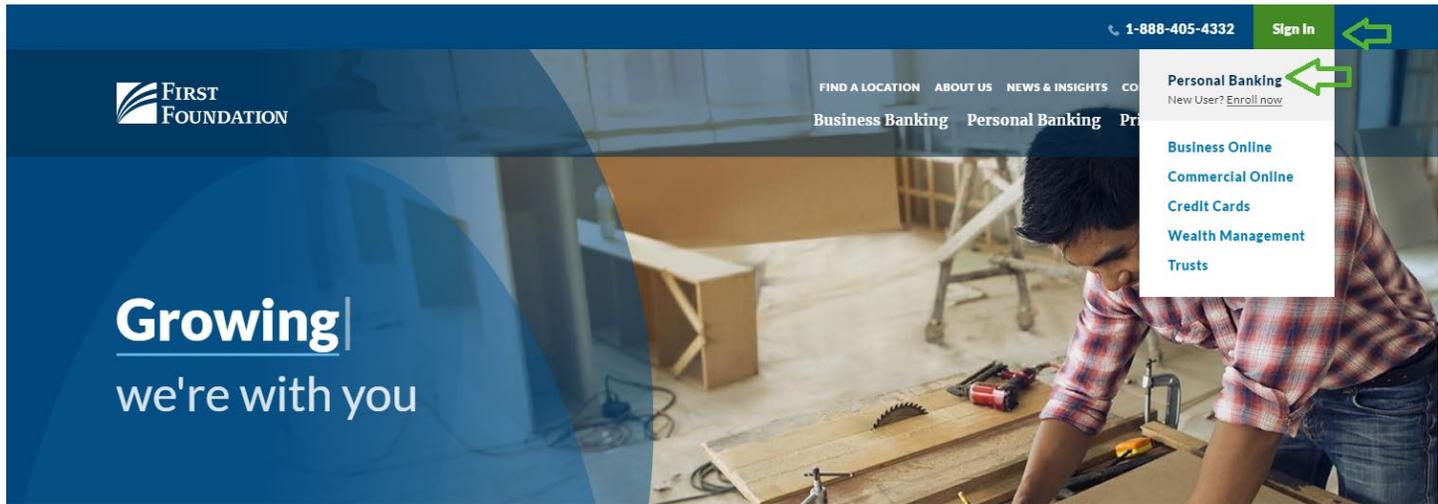


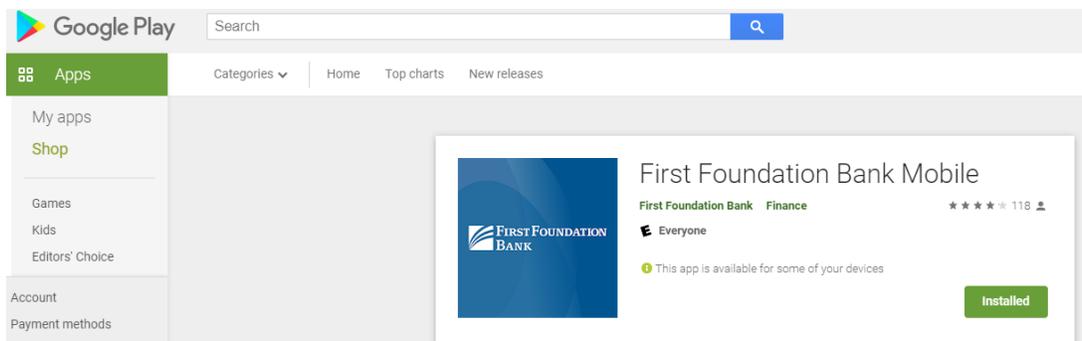
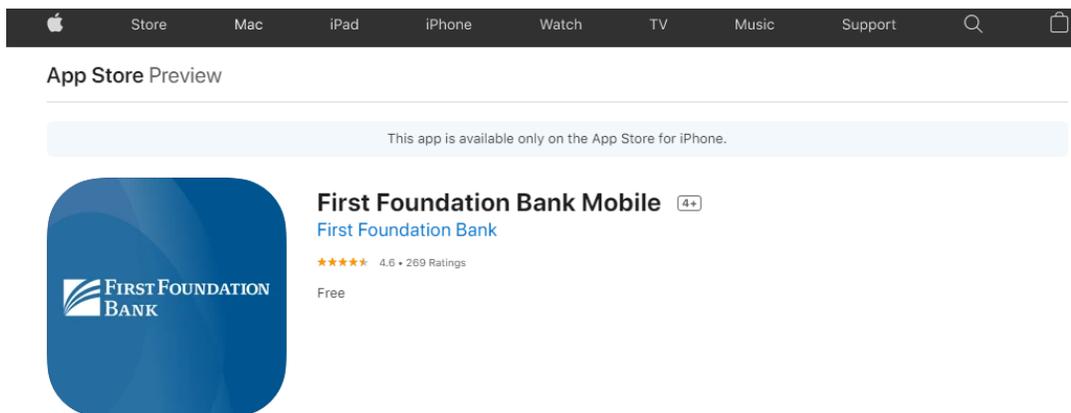
First Time Login Guide

Navigate to the First Foundation Bank website: <https://firstfoundationinc.com/>

1. From the home page, click on Sign In - Personal Banking

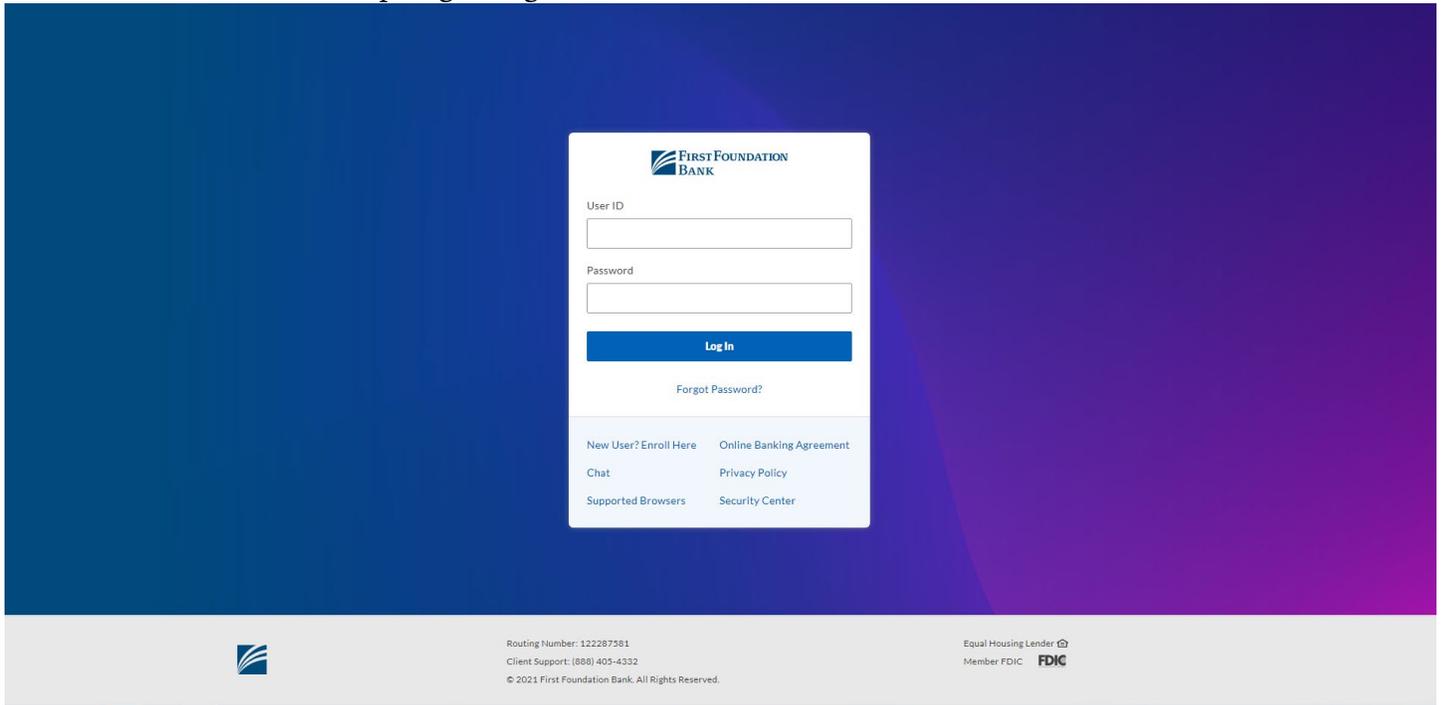


2. Alternatively, open the Play Store on your Android phone or tablet, or open the App Store on your Apple phone or tablet. Search for First Foundation Bank Mobile and download the latest update.

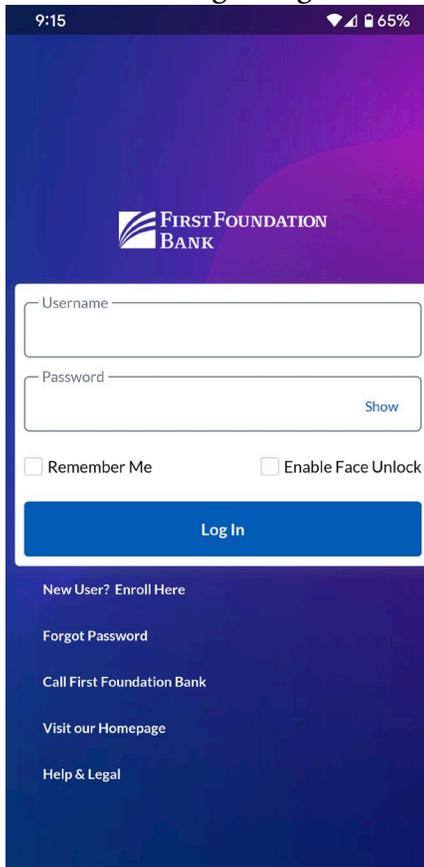


3. From your new login page, enter your existing user ID and password and hit “Log In.”

- New Desktop Login Page

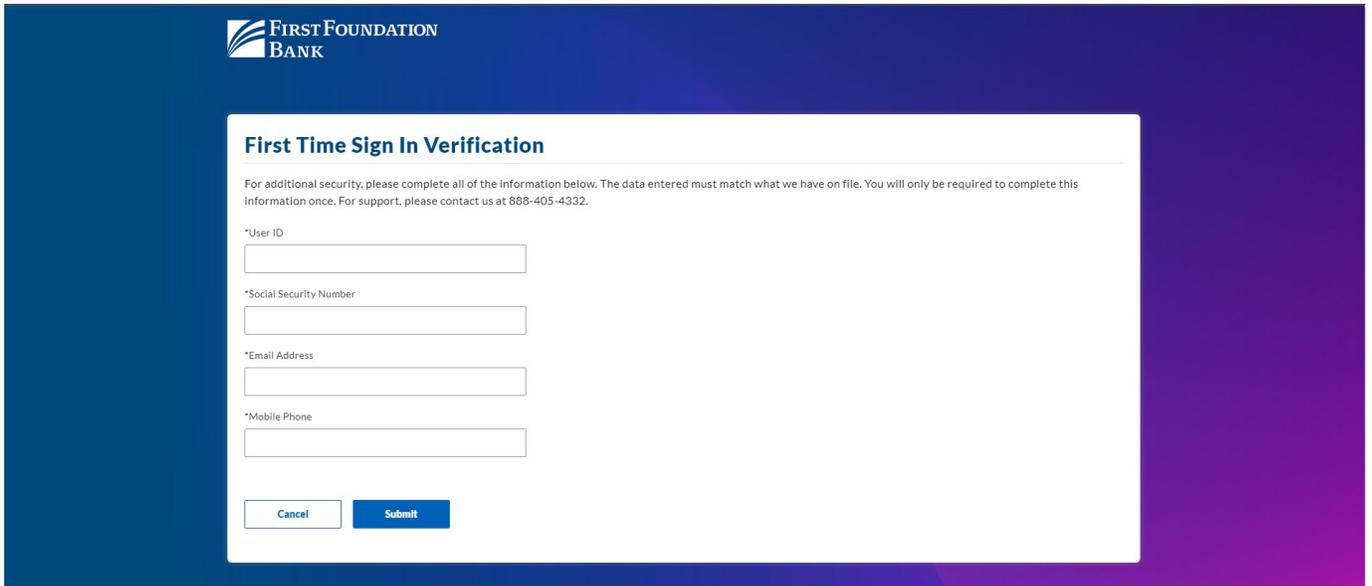


- New Mobile Login Page



4. Once you have successfully entered your User ID and password, you will proceed to the “First Time Sign In Verification” page. For additional security, you must re-verify the following information for your first sign in:

- User ID
- Social Security Number
- Email Address
- Mobile Phone (enter your primary phone number if you do not have a mobile number)



The screenshot shows a web page with a dark blue header containing the First Foundation Bank logo. The main content area is white and titled "First Time Sign In Verification". Below the title is a paragraph of instructions: "For additional security, please complete all of the information below. The data entered must match what we have on file. You will only be required to complete this information once. For support, please contact us at 888-405-4332." There are four input fields, each with a label and an asterisk: "*User ID", "*Social Security Number", "*Email Address", and "*Mobile Phone". At the bottom of the form are two buttons: "Cancel" and "Submit".

**FIRST FOUNDATION
BANK**

First Time Sign In Verification

For additional security, please complete all of the information below. The data entered must match what we have on file. You will only be required to complete this information once. For support, please contact us at 888-405-4332.

*User ID

*Social Security Number

*Email Address

*Mobile Phone

5. Complete the Identity Verification. You will verify a one-time confirmation code sent via SMS or voice call to one of the numbers we have on file. Alternatively, you may verify yourself via questions generated from public records.

Note: Challenge questions (e.g. What is name of your first pet?) will no longer be utilized.

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.

Send me a text message

Call my phone

We will call you and provide a confirmation code.

Call my phone

I can't be reached at any of these numbers

Cancel

[Why am I being asked this?](#)

SMS:

Identity Verification

We are sending a text message to the mobile number you selected. Please enter the code contained in the text message.

* Confirmation Code

Cancel

Submit

[Why am I being asked this?](#)

Phone Call:

Identity Verification

We are calling the phone number you selected. Please enter the code that you hear in the automated message.

* Confirmation Code

Cancel

Submit

[Why am I being asked this?](#)

Public Record Questions:

Identity Verification

Please answer the following questions.

Which of the following vehicles have you recently owned or leased?

- X-Wing
- Millennium Falcon
- Death Star
- Y-Wing
- A-Wing

Which of the following professional licenses have you ever held?

- Starship Captain
- Fighter Pilot
- Space Accountant
- Ewok Interpreter
- Rancor Wrangler

In which of the following housing complexes or communities have you ever lived or owned property?

- Tatooine
- Yavin 4
- Forest Moon of Endor
- Coruscant
- Hoth

[I don't know the answers](#)

[Submit](#)



6. Create your new password. The password must be between 9-34 characters and contain three of the following:
 - special character
 - number
 - upper case letter
 - lower case letter

7. Review and Accept the Personal Online Banking Service Agreement by selecting the checkbox and clicking “I accept the terms of this agreement.”

A screenshot of a web page titled "Personal Online Banking Agreement". The page has a white background with a blue border. At the top, the title "Personal Online Banking Agreement" is centered in a blue font. Below the title, there is a scrollable text area containing the following text:

This Agreement explains the terms and conditions regarding your use of our Online banking services ("Online Banking") and any related software ("Software"). You agree to the terms and conditions of this Online Personal Banking Agreement ("Agreement") as well as any related disclosures or online instructions and any applicable account agreements ("Account Agreement(s)") as well as any agreements for any additional services within the Online banking services suite between you and us governing your deposit and/or transaction accounts enrolled in Online Banking (your "Eligible Account(s)"), and any changes to these terms that are communicated to you from time to time.

As used in this Agreement, the terms "you" and "your" refers to the banking customer agreeing to the terms and conditions in this Agreement and "we", "us" and "our" refer to First Foundation Bank. The term "Business Day" means every day on which we are open for purposes of carrying on substantially all of our business, except Saturdays, Sundays, and holidays observed by us.

Below the text area, there is a checkbox with the text "By clicking the checkbox, I accept the terms of this agreement." To the right of the checkbox, there are two buttons: "I don't accept the terms of this agreement" (a light blue button with a dark blue border) and "I accept the terms of this agreement" (a solid dark blue button).

Congratulations! You have successfully enrolled for our new digital experience.

Our new online and mobile banking has been redesigned with you in mind, and we are excited for you to begin using the site with all its new features. Videos and demos are available in our Knowledge Center. The **Knowledge Center** can be located on our Log In page or it can be found [here](#).

**We are here
to help!**

Client Support

888-405-4332