

Event Manager -Text/Email Alerts



Frequently Asked Questions:

Do I have to use e-Alerts?

No. eAlerts is just another free service that Rio Bank offers for your convenience and financial needs.

Will it work with any type of account?

eAlerts is currently set up for Checking, Savings, Certificates, and Loan accounts.

Are there any charges for using eAlerts?

Rio Bank does not charge a fee for using eAlerts. However, you will need to check with your mobile phone service provider for any fees the provider may charge associated with receiving emails or text messages.

(*Your cell phone provider may charge additional fees for Web Access or Text messages.)

How do I sign up for e-Alerts?

eAlerts is a free service available through your personal Online Banking. There is no sign up required!

Can I delete the alerts if I no longer want to use eAlerts?

Yes. You can delete the alerts in Online Banking by clicking the eAlerts link. Click the delete icon to remove the alert.

Can I edit the alert once it has been set up?

Yes. When you login to Online Banking, click the eAlerts link. Click the edit icon and you will be able to change the selected account and alert criteria.

How many alerts can I set up?

You are able to set up as many alerts per account as you wish.

Can I select specific accounts that I want to receive alerts on?

Yes. Each alert is set up per account. For security purposes, you must be a signer on the account in order to establish an alert.

What if I need help establishing an alert?

Please contact us! Any bank representative will be able to help you set up an alert and answer any questions you may have.

How often will I receive the alerts?

Daily alerts will generate between 7:00-7:10, as the name implies, will be sent once per day. The frequency of other alerts may vary based on account activity levels and the frequency chosen when the alert is established.

Can I send the alert to more than one email address or mobile phone number?

Yes. You can set up multiple alerts each with a different email address or mobile phone number.

What is "Messages from Rio Bank"?

This is an online message board where we will post simple messages such as, new product information or holiday hours for your convenience. These messages are only available through Online Banking. If this option is not available, this simply means there are no messages available at that time.