Business Online Security
Token Administration Agreement

Company Name: _____

Business Online Administrator: _____

As an added security measure secondary authentication in the form of a security token is required for ACH and/or wire transfer transactions. As the Business Online Administrator for your Company, you are responsible for distributing the security tokens to authorized users, ensuring that appropriate token setup procedures are followed, and maintaining appropriate safeguarding procedures. This document outlines those procedures and should be retained for future reference.

A.   Security Token User Log and Distribution

Please be advised that security tokens are user specific. If a user attempts to use a security token assigned to another user the transaction will not be processed. Repeated attempts to misuse an assigned token will be considered a security breach and may result in removal from Business Online banking.

Token #	Token Serial #	Employee	Email	Phone Number	Date Assigned
1					
2					
3					
4					

Please distribute the designated token to each authorized user. Instructions on how to enable the token and an overview of how to use the security token is included with each token.

As the designated Business Online Administrator, it is your responsibility to ensure all tokens are appropriately safeguarded. As an additional security measure all communications to Alden State Bank must be sent directly from you.

B.   Adding or Removing Users
   a.   To add a new user and request a security token you must complete a User Code Authorization Form. Please contact the Business Online Department at 716-937-3381 for assistance with this document. Upon receipt of the properly completed User Code Authorization Form we will issue the new user a security token.
   b.   To deactivate a security token for a deleted user the Business Online Administrator should forward the following information via email to support@aldenstate.com : Company Name, Business Online Administrator Name and phone number and the token serial number for the user being deactivated. The deactivated security token must be returned to the bank.

C. **Security Token Maintenance**

a. **Lost or Stolen Tokens.** If an authorized user loses their security token or suspects it was stolen, please contact the Business Online Department at 716-937-3381, Monday – Friday, 8 a.m. – 5 p.m. to report the token lost or stolen. We will disable the token, rendering it inoperable.

b. **Replacement of Inoperable, Lost or Stolen Token.** To obtain a replacement token the Business Online Administrator should forward the following information via email to support@aldenstate.com : Company Name, Business Online Administrator Name and phone number, token serial number, user name and reason for replacement. An Inoperable token should be returned to the bank. The Company will be charged for the cost of replacing a lost or stolen token, currently $20.00.

c. **Token PIN Reset Procedure.** If an authorized user has forgotten the confidential token PIN or if a token has become "locked," the Business Online Administrator should forward the following information via email to support@aldenstate.com : Company Name, Business Online Administrator Name and phone number, token serial number, user's full name and phone number and a request for PIN reset.

D. **Return of Security Tokens**

All Security Tokens issued in connection with Business Online are and remain the property of Alden State Bank and must be returned to the bank if the Company ceases to do business with Alden State Bank.

By using any of the security tokens provided you confirm that you have read and agree to the Terms and Conditions set forth in this Agreement and in the Online Banking Agreement (Business).

_____
Company Name

_____
Printed Name and Title of Business Online Administrator

_____   _____ /_____ / _____
Signature of Business Online Administrator   *Date*