

How to register and log in for online banking

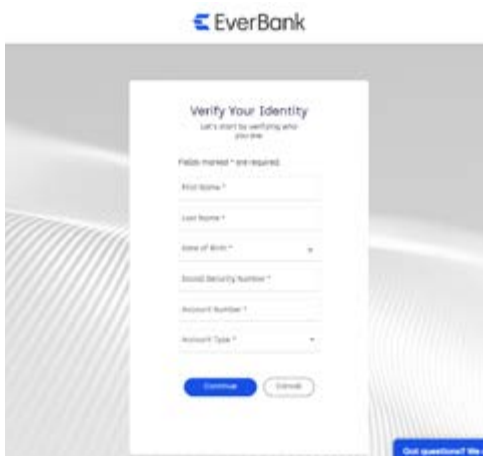
To bank online with us, you will need to register at everbank.com.

Once you complete your registration, you'll be able to:

- View and manage your accounts online.
- Enroll in services like Zelle® and bill pay.
- Customize your experience with account nicknames and communication preferences.

NOTE: If you banked online at both Sterling and EverBank, there is no need to re-register. Log in at everbank.com as you normally would, using your EverBank user ID and password.

To register



The screenshot shows the EverBank 'Verify Your Identity' registration form. The form is titled 'Verify Your Identity' with the subtitle 'Let's start by verifying who you are.' Below the title, it says 'Fields marked * are required.' The form contains the following fields: 'First Name *', 'Last Name *', 'Date of Birth *' (with a calendar icon), 'Social Security Number *', 'Account Number *', and 'Account Type *' (with a dropdown arrow). At the bottom of the form are two buttons: 'Continue' (in blue) and 'Cancel' (in grey). A link for 'Got questions? Help' is visible in the bottom right corner of the form area.

1. Head to everbank.com/register. Tell us your name, date of birth and Social Security Number or Tax Identification Number, as well as an active account number and type.

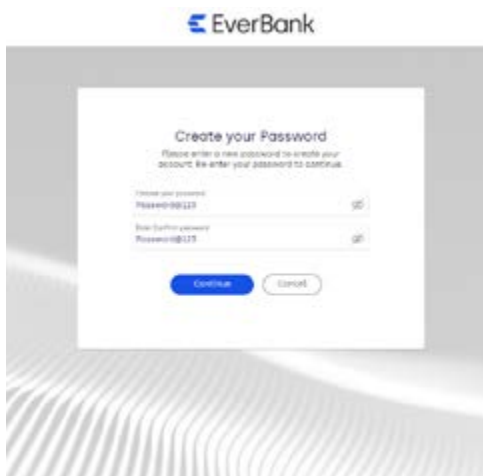
Click **Continue**.

If you don't know your account information, visit your local financial center or call 1.888.882.3837.



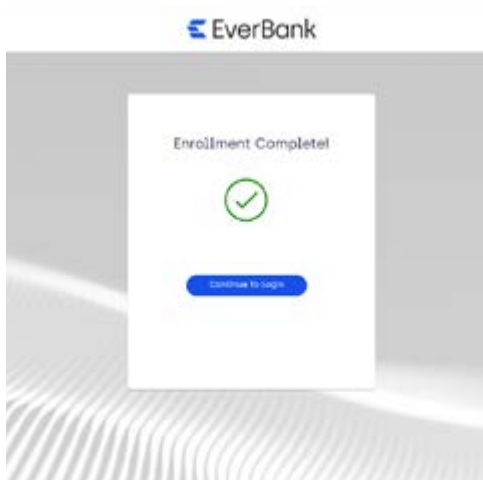
2. Create your user ID which you'll use to log in going forward. This does not need to be the same as your previous Sterling information.

Click **Continue**.



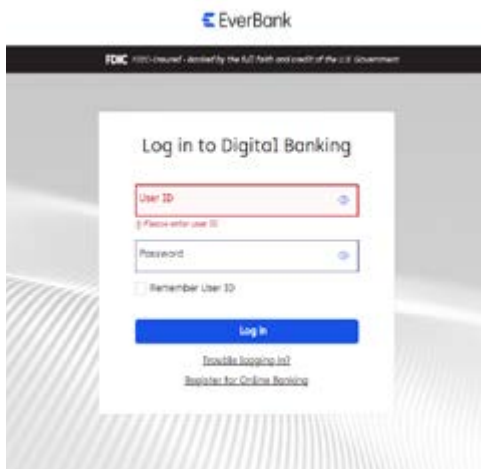
3. Create your password based on the EverBank criteria.

Click **Continue** after confirming your new password.



4. Your registration will then be complete.

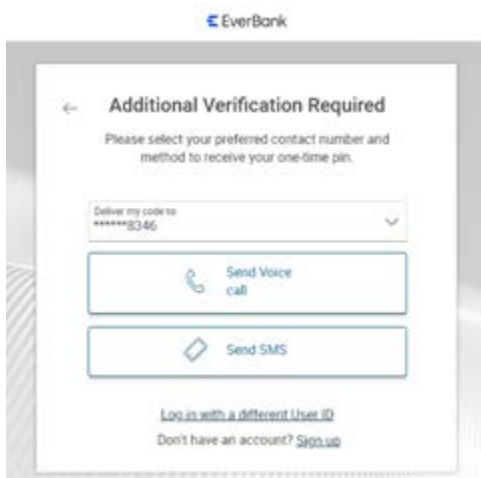
Your first-time login



The screenshot shows the EverBank login interface. At the top, the EverBank logo is displayed. Below it, a banner reads "FDIC 100% insured - backed by the full faith and credit of the U.S. Government". The main heading is "Log in to Digital Banking". There are two input fields: "User ID" and "Password", both with eye icons for toggling visibility. Below the password field is a checkbox labeled "Remember User ID". A blue "Log In" button is positioned below the fields. At the bottom, there are links for "Trouble logging in?" and "Register for Online Banking".

1. Enter the user ID and password you created.

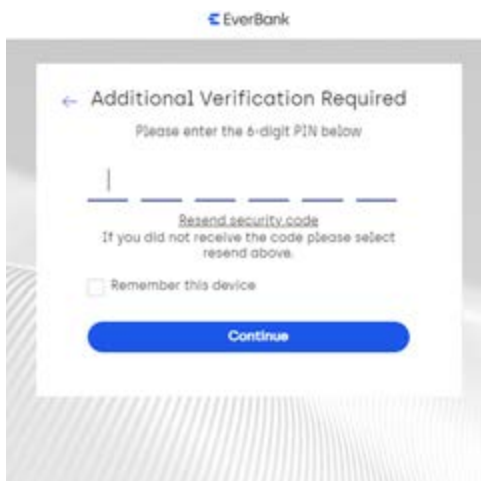
Click **Log In**.



The screenshot shows the "Additional Verification Required" screen. It prompts the user to "Please select your preferred contact number and method to receive your one-time pin." There is a dropdown menu labeled "Deliver my code to" with the value "*****346". Below this are two buttons: "Send Voice call" and "Send SMS". At the bottom, there are links for "Log in with a different User ID" and "Don't have an account? Sign up".

2. For security purposes, you'll be requested to provide additional verification.

Choose whether to receive your one-time passcode by voice call or text message.

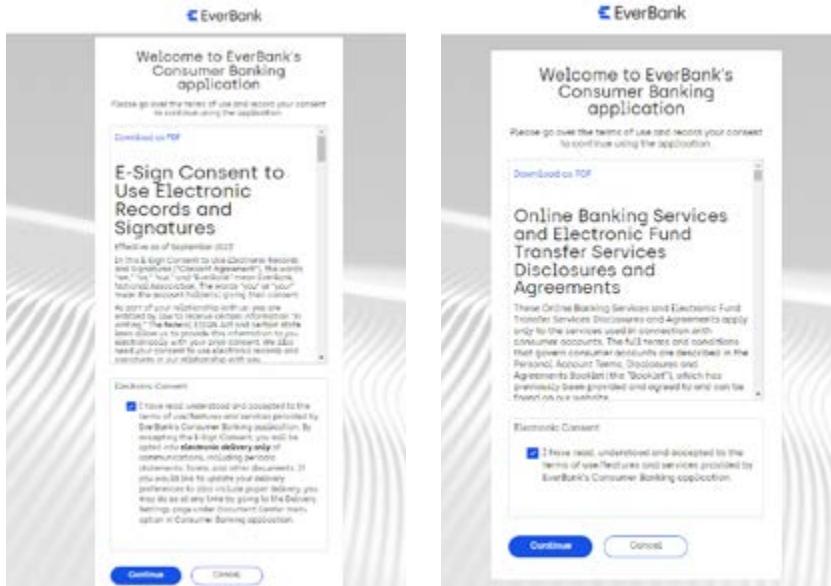


The screenshot shows the "Additional Verification Required" screen. It prompts the user to "Please enter the 6-digit PIN below". There is a PIN input field with a "Resend security code" link below it. A note states: "If you did not receive the code please select resend above." There is a checkbox labeled "Remember this device". A blue "Continue" button is at the bottom.

3. Enter your passcode when prompted.

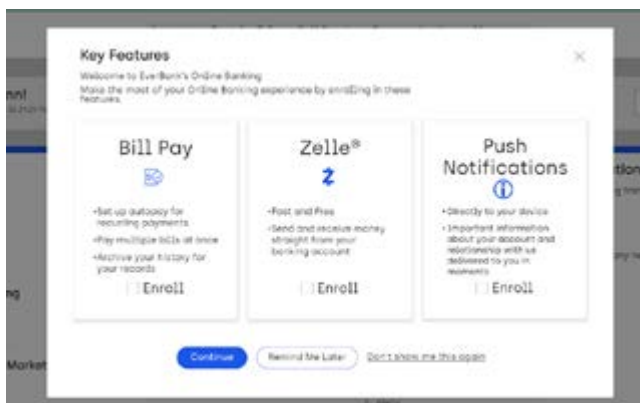
Click **Continue**.

Finish up



4. Review and accept EverBank's eSign Agreement and Online Banking Service Agreement.

Click **Continue**.



5. Optional: Enroll in additional services by checking the appropriate box and clicking **Continue**.

You're all set and ready to start your EverBank online banking experience.

Need help navigating the new online experience? For easy-to-follow instructions on a variety of online and mobile banking activities, including managing your account and moving money, visit our [support page](#).

If you need assistance:

Call 1.888.882.3837

Monday – Friday, 8 a.m. – 10 p.m. (ET)

Saturday, 9 a.m. – 7 p.m. (ET)