



Granite Online Banking

- ◆ Bank anywhere, anytime with Bank of Granite Online Banking.
- ◆ Make decisions about your money quickly and cost effectively.
- ◆ Please call Bank of Granite Online Banking Support (828)496-2050 or email support@bankofgranite.com if you have any questions.



Granite Online Features

- ◆ View current account history and balances
- ◆ Transfer funds between accounts until 7:00PM on current day's business
- ◆ View detailed transaction information
- ◆ Request stop payments
- ◆ Download account information to personal financial management software
- ◆ Free Bill Payment services
- ◆ View check images

Login Screen

Once you receive your Granite Online ID, this is where you enter your ID and default Password. The first time you log in you will be prompted to change your Password.

Your ID and Password are issued by the bank.

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[Home](#) [Help](#) [Test Browser](#) [Reset Password](#) [Enroll](#)

BANK OF GRANITE • 23 N. MAIN STREET GRANITE FALLS NC 28630
(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

Welcome to Granite Online

In recent years, the Internet has become an appealing place for criminals to obtain consumers' identifying data (such as passwords or banking information), then use them to gain unauthorized access to financial accounts, for identity theft, or to engage in other illegal acts. Email and Web site fraud, often referred to as "phishing," "carding," or "spoofing," involves a fraudster sending you an email request that appears to be from a legitimate business -for example, an Internet service provider (ISP), online payment service, or bank. The email may instruct you to "update" or "validate" your information, including account information, Social Security number, passwords and other sensitive information via email, or by directing you to a phony Web site that looks like the legitimate business. Bank of Granite is committed to the security of our customers and account information. No person from Bank of Granite will ever ask for your Granite Online ID or password. **The safest approach is to immediately delete email from unknown sources, before opening the email.**

Granite Online ID

Granite Online Password

Login

* Microsoft Internet Explorer Version 5 or higher saves user names and passwords. It will automatically complete any login for you. This allows people at your computer to use your logins without knowing your passwords. To see how to turn this feature off, click [here](#).



Account Listing

Here is where you will find information on all of your accounts.

The drop-down boxes next to each account list the activities available for that account.

Customer Summary Information is listed below to show the total balances among deposit and loan accounts.

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[Home](#) [Help](#) [Test Browser](#) [Reset Password](#) [Enroll](#)

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Please remember to click on 'Logout' to end your Online Banking session properly.

Welcome to Bank of Granite's Online Banking Site

Hello Demo User!

View: per page. Total Accounts: 8

Account Listing

Account 	Balance	Status	
My Checking	\$71.66		Select Activity ... 
Savings	\$506.00		Select Activity ... 
IRA	\$2,000.00		Select Activity ... 
CD	\$1,500.00		Select Activity ... 
Home Equity	\$1,376.16		Select Activity ... 
Mortgage Loan	\$4,795.00		Select Activity ... 
Installment Loan	\$3,000.00		Select Activity ... 
Line of Credit	\$4,795.00	Dormant	Select Activity ... 

Customer Summary Information

4 Deposit accounts with a total balance of \$4,077.66

4 Loan accounts with a total balance of \$13,966.16

Current Transactions

The Current Transactions page shows detailed activity on your account.

Transactions can be viewed since your last statement, for the past 7, 14 or 30 days, or you may select a range of transactions.

You may view up to 3 months of history on your accounts.

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[Home](#) [Help](#) [Test Browser](#) [Reset Password](#) [Enroll](#)

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Current Account:

Current Balance: \$71.66
Available Funds: \$51.66

Current Transactions

View Transactions Since Total Transactions: 5



NOTE: Click on a column name to sort transactions by that column in ascending (▲) or descending (▼) order.

Date ▼	Check #	Description	Debits	Credits	Balance
05/10/2006	View Image	Deposit		50.00	51.66
05/09/2006	1234	Check 1234	(\$ 65.00)		1.66
05/09/2006	1029010150	Internet banking transfer	(\$ 5.00)		66.66
05/09/2006	1010010053	Internet Transfer from Savings		30.00	71.66
05/05/2006	1025010036	Internet Transfer to Savings	(\$ 1.00)		41.66
Totals:			(\$ 71.00)	80.00	

Account Details



[More Details](#)

Previous Statement Balance: \$42.66
Yesterday's Balance: \$71.66

View Check Images

Click on the check number to view a copy of the check. You can also choose to view the back of the check by clicking the Flip button.

Click View Image next to deposits to view the deposit tickets.

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[Home](#) [Help](#) [Test Browser](#) [Reset Password](#) [Enroll](#)

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[Flip](#) [Rotate](#) [Cancel](#)

JOHN OR JANE Q. CUSTOMER
111 MAIN STREET
ANYTOWN, USA 11111

00-000/0000
000000

6169

DATE Jan. 1

PAY TO THE ORDER OF Cash \$ 50.00

Fifty and 00/100 DOLLARS

MEMO Jane Q. Customer

⑆ 01010000000⑆ ⑆000 000 0⑆ 6169

Downloading Transactions

You have the option to download transactions from any account into a spreadsheet, word processing program, or popular personal financial management program such as Microsoft Money or Quicken.

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[Home](#) [Help](#) [Test Browser](#) [Reset Password](#) [Enroll](#)

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Select Download for:

Download Transactions

Download Range:

Download Format:

Submit

Stop Payment Order

Fill in the required fields and you'll have peace of mind knowing that no one else will be able to cash that check. One click and it's done!

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[Account Listing](#) | [Bill Pay](#) | [Options](#)
[Main](#) | [Transactions](#) | [Download](#) | [Statements](#) | [Stop Payments](#) | [Transfers](#)


[Contact](#) | [Help](#) | [Privacy Statement](#) | [Logout](#)






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Stop Payment Orders are subject to a \$28 service charge. Your account will automatically be charged this fee. Online Stop Payments can not be put on ACH transactions (including electronic bill payments), check card transactions or debit card transactions. To be effective a Stop-Payment must be received in time to allow Bank of Granite a reasonable opportunity to act on it. Properly signed Stop-Payment Orders are effective for 6 months after the date received and will automatically expire after that period unless renewed in writing. Please call your local Bank of Granite office if you have any questions.

Stop Payment Entry

 indicates a required field

Check Date	<input type="text" value="08/08/2008"/>  
Start Check Number	<input type="text"/> 
Amount	<input type="text"/> . <input type="text"/> 
Payee	<input type="text"/> 
Remark	<input type="text"/>
Remark2	<input type="text"/>
Remark3	<input type="text"/>
Remark4	<input type="text"/>
Remark5	<input type="text"/>

Add A Transfer

Would you like to make a payment to your Bank of Granite loan without the hassle of writing a check?

Need to move money between accounts?

Select the "from" account and the "to" account. Enter the amount to transfer, then select a frequency and the date. The memo line is for your reference.

If your transfer falls on a non-business day, the transfer will be processed on the previous business day.

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[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#)

[Main](#) | [Transactions](#) | [Download](#) | [Statements](#) | [Stop Payments](#) | [Transfers](#)

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(828) 496-2000

Online Banking Support (828) 496-2050
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**Transfers initiated before 7:00 p.m. will be processed the same business day.
Transfers initiated after 7:00 p.m. and on non-business days will be processed the next business day.**

* * * * *

Please be sure to select a 'From' account and a 'To' account from the drop down list.

View Transfers for:

New Transfer

Transfer funds from Available Funds: 1,313.63

Transfer funds to

Payment options

Amount to transfer .

Frequency

Date

Memo

Transfer List

Keep track of your upcoming transfers with Granite Online. You'll be able to view, edit or delete your one-time or repetitive transfers.

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[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#)

[Main](#) | [Transactions](#) | [Download](#) | [Statements](#) | [Stop Payments](#) | [Transfers](#)

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(828) 496-2000

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View Transfers for:

Add Transfer from:

Transfer List

To Account	Amount	Frequency	Scheduled Date			
Line of Credit	\$1.00	One-Time	05/18/2006	View	Edit	Delete
Line of Credit	\$1.00	One-Time	05/20/2006	View	Edit	Delete
Line of Credit	\$15.00	Immediate	05/16/2006	View	Edit	Delete

Grand Total **\$17.00**

Password Self-Reset

With all the Usernames and Passwords to remember these days, it can be easy to accidentally lock yourself out of your Granite Online account.

The password self-reset feature makes it easy to get back to online banking, even if the bank is closed! Your Granite Online password will reset to the default password (last four digits of your social security number or federal tax id number for businesses).

- Enter your 12 digit Granite Online ID *or* your Personal ID (nickname) that you created under the personal Options tab.
- Enter the email address which you had previously used in the personal Options.
- Create your own email subject line. This will reassure you that the unlock confirmation email is really coming from you! You will receive an email with login instructions.



[Home](#) [Help](#) [Test Browser](#)

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(828) 496-2000

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Please provide the following information:

Granite Online ID:

E-mail Address On File:

E-mail Subject:

[what's this?](#)



eStatements are Here!

Check out the advantages of Bank of Granite's eStatements and then contact us to enroll.

Customer Service
(8:30 am- 5:00 pm)
828-496-2000

Receive your account statements via email. eStatements are just like your original paper statement, except they are emailed to you rather than delivered by U.S. Mail. They can be viewed, printed, or saved to your hard drive. eStatements are environmentally sound, user friendly, secure, and FREE!

eStatements Features

- ◆ Environmentally sound - Receiving your bank account statement via email reduces the usage and impact of our natural resources. You will no longer receive a paper statement, so you can easily store your eStatements to a file on your hard drive.
- ◆ Next day delivery - Unlike your paper statement, which can take several business days by U.S. Mail, eStatements provides next day delivery of your statement or notice. When your statement cycles, it will automatically be emailed to you the following morning.
- ◆ Secure - Your eStatement arrives as a password protected encrypted Adobe Acrobat document
- ◆ Accessible anywhere - Because eStatements are emailed to you, you can access your statement or notice from anywhere in the world. All you need is a computer equipped with the recommended system requirements and an Internet connection.

Statements

Choose from PDF, HTML or Text format.



[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#)
[Main](#) | [Transactions](#) | [Download](#) | [Statements](#) | [Stop Payments](#) | [Transfers](#)

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(828) 496-2000

Online Banking Support (828) 496-2050
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You can view your previous statements in one of three formats:

PDF Format - This format requires Adobe Acrobat Reader to view your statement. This format is useful if you need to send your statements to a third party. The PDF Format will preserve the format of the statement.

HTML Format - This format is designed for you to view your statement online. HTML Format is commonly used in displaying web pages.

TEXT Format - This format requires word processing software (ie MS Word, Notepad, or WordPad) to view the statement.

Previous statement information begins to accumulate with the first statement cycle AFTER you have signed up for Granite Online.

View Statements/Notices for:

View Statement/Notice List

Date	Description	View Details
08/04/2008	This is your statement	Select Activity ...
07/03/2008	This is your statement	Select Activity ...
06/03/2008	This is your statement	Select Activity ...



Granite Online Pay Bill Payment

If you have questions regarding Granite Online Bill Payment services, please contact Bank of Granite's Customer Support.

This service gives you the convenience of paying your bills online.

From paying your utility bills to paying your babysitter, you can manage your bills online day or night with Granite Online Bill Pay.

Adding Accounts for Bill Pay

Find the account you would like to use to pay bills from. Click "Submit" and the account will now be designated for bill-pay.

You can add as many checking accounts as you like.

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[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) | [Bill Pay](#) | [Options](#)
[Scheduled Payments](#) | [Payees](#) | [Add Payment](#) | [Quick Payment](#) | [History](#) | [Add Account](#)

BANK OF GRANITE · 23 N. MAIN STREET GRANITE FALLS NC 28630
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Bill Payment - Set Up Account

Select Account

Add Payees

Electronic Payees are vendors who are already established in our Electronic Payee database.

When you enter a payee name, the system searches the database. For best results, only enter a portion of the payee name.

If no match is made, that payee will be set up as a **Check Payee**.

However, if the payee is found, it will be set up as an "electronic" payee.

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[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#)

[Bill Pay](#)

[Options](#)

[Scheduled Payments](#)

[Payees](#)

[Add Payment](#)

[Quick Payment](#)

[History](#)

BANK OF GRANITE · 23 N. MAIN STREET GRANITE FALLS NC 28630
(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

When searching for Piedmont Natural Gas, please leave the zip code extension (last four digits) blank to achieve an electronic match.

Please remember to use the remit address from your most recent billing statement from your vendor.

Bill Payment - Add Payee

Payee Name *

Payee Account Number *

Address Line 1 *

Address Line 2

City *

State *

Payee Zip Code *

Please enter your account number exactly as shown on your last billing statement. Include any dashes, spaces or special characters. Example: 16-12043 99403

* indicates a required field

Payee List

Your Payee List displays all of the payees you have set up regardless of whether they have a pending payment. You can edit or delete these payees at any time.

If you have a check payee whose address changes, you will need to delete the payee and start over.

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[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#)
[Scheduled Payments](#) [Payees](#) [Add Payment](#) [Quick Payment](#) [History](#) [Add Account](#)

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Online Banking Support (828) 496-2050
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**In order for payments to be received by their due date, please allow
5-7 business days for check payments and 2-3 business days for electronic payments.**

Bills do not get paid on holidays or weekends. If a SCHEDULED bill payment falls on a holiday or weekend, it will be paid on the Friday BEFORE the weekend, or the last working day BEFORE the holiday.

[Add Payee](#)

Bill Payment - View Payee List

Payee	Account Number	Type	Status		
Sprint	123456789	Electronic	Active	Edit	Delete
Gas Company	678954321	Electronic	Active	Edit	Delete
Music Store	123123123	Check	Active	Edit	Delete

Adding Payments

Select which account you want the payment made from.

Choose your payee from the dropdown list.

Fill in the amount of the payment.

The memo is optional and will only print on check payments.

Select a frequency for the payment and the payment date.

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[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#)

[Scheduled Payments](#) | [Payees](#) | [Add Payment](#) | [Quick Payment](#) | [History](#) | [Add Account](#)

BANK OF GRANITE · 23 N. MAIN STREET GRANITE FALLS NC 28630
(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

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Bill Payment - Add Payment

Pay from account

My Checking

Payee

Select Payee ...

Amount

.

Memo

Alert when payment is processed

Frequency

One-Time

Payment Date

05/16/2006



Payment Description

Quick Payment

Select up to 10 payees at a time and pay them all at once with our **Quick Payment** option.

Check the boxes next to payee names and then click Submit.

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[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#)

[Scheduled Payments](#) | [Payees](#) | [Add Payment](#) | [Quick Payment](#) | [History](#) | [Add Account](#)

BANK OF GRANITE · 23 N. MAIN STREET GRANITE FALLS NC 28630
(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

In order for payments to be received by their due date, please allow 5-7 business days for check payments and 2-3 business days for electronic payments.

Bills do not get paid on holidays or weekends. If a SCHEDULED bill payment falls on a holiday or weekend, it will be paid on the Friday BEFORE the weekend, or the last working day BEFORE the holiday.

Bill Payment - Quick Payment Select Payee(s)

Bill Payment - Quick Payment Select Payee(s)

Car Loan

Central Market

Mobil Oil

Southwestern Bell Telephone

Time Warner

Verizon Wireless

Quick Payments

It's so easy to make payments with Online Bill Pay Pay, you'll never go back to writing checks and mailing them again.

Choose the date you want the payment sent (either electronically or by check).

Enter a Memo (if desired) for check payees and select the appropriate checking Account.

Fill in the dollars and cents in the Amount section.

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— SERVICE AS SOLID AS OUR NAME —

[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#)

[Scheduled Payments](#) | [Payees](#) | [Add Payment](#) | [Quick Payment](#) | [History](#) | [Add Account](#)

BANK OF GRANITE · 23 N. MAIN STREET GRANITE FALLS NC 28630
(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

Bill Payment - Quick Payment

Date	Payee	Memo	Account	Amount
05/19/2006	Car Loan		My Checking	225 .00
05/20/2006	Time Warner		My Checking	45 .12
05/21/2006	Verizon Wireless		My Checking	32 .28

View Scheduled Payments

See your outgoing payments totaled by day and in a grand total.

You will see the payee name, the payment frequency, and the account used to fund the payment.

You will also see if the bill will be paid electronically or by check.

Check the box on the left and click Quick Edit if you need to change any of the payment details.

Payments are processed two times each business day – 3:00 AM and 1:00 PM

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SERVICE AS SOLID AS OUR NAME

[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#)
[Scheduled Payments](#) | [Payees](#) | [Add Payment](#) | [Quick Payment](#) | [History](#) | [Add Account](#)

BANK OF GRANITE · 23 N. MAIN STREET GRANITE FALLS NC 28630
(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

In order for payments to be received by their due date, please allow
5-7 business days for check payments and 2-3 business days for electronic payments.

Scheduled payments are processed two times each business day - 3:00am and 1:00pm
Your payment will not be sent if you delete it before it is successfully processed

Bills do not get paid on holidays or weekends. If a SCHEDULED bill payment falls on a holiday or weekend, it will be paid on the Friday BEFORE the weekend, or the last working day BEFORE the holiday.

If you wish to be notified when a payment is changed to electronic or electronic to check; please use the account alerts. These alerts can be set up in [Options/ Alerts/Edit Event Alerts/Check box Bill Pay Change to Electronic and Bill Pay Changed to Check.](#)

Bill Payment - Scheduled Payments

<input type="checkbox"/>	Active	05/21/06	Music Store	One-Time	Check	My Checking	\$30.00	View	Edit	Delete
							Day Total	\$30.00		
							Grand Total	\$30.00		

[Quick Edit](#)



Search Payment History

Are you looking for a particular payment?

Search by payee, a date range, or an amount range.

We keep your bill pay history for over a year and a half!

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[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#)

[Scheduled Payments](#) [Payees](#) [Add Payment](#) [Quick Payment](#) [History](#) [Add Account](#)

BANK OF GRANITE · 23 N. MAIN STREET GRANITE FALLS NC 28630
(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

Bill Payment - Select Payment History Options

Payee	<input type="text" value="All"/>
From	<input type="text" value="7/01/2008"/>
To	<input type="text" value="7/31/2008"/>
Begin Amount	<input type="text"/> . <input type="text"/>
End Amount	<input type="text"/> . <input type="text"/>
Sort By	<input type="text" value="Date"/>
Then By	<input type="text"/>
Then By	<input type="text"/>
Sort Order	<input type="radio"/> Ascending <input checked="" type="radio"/> Descending
	<input type="button" value="Submit"/> <input type="button" value="Cancel"/>

Payment History

Granite Online Bill Pay keeps your bill payment history for 19 months.

You can View all the payment details regarding that transaction.

You can also click on the various column headers to sort the way the information is displayed.

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— SERVICE AS SOLID AS OUR NAME —

[Account Listing](#) | [Bill Pay](#) | [Options](#)

[Scheduled Payments](#) | [Payees](#) | [Add Payment](#) | [Quick Payment](#) | [History](#) | [Add Account](#)

[Contact](#) | [Help](#) | [Privacy Statement](#) | [Logout](#)

BANK OF GRANITE · 23 N. MAIN STREET GRANITE FALLS NC 28630
(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

Please click on the hyperlink [View](#) to see your processed payment details.

You can search your payment history by payee, or date range by selecting Search Payment History from the drop down list.

Bill Payment - Payment History from 07/09/2008 to 08/08/2008

View Payment History For:

NOTE: Click on a column name to sort transactions by that column in ascending (▲) or descending (▼) order.

Payee	Status	Chk #/Elec. Ref.	Processed▼	Confirmation #	Amount	
Sprint	Processed		04/26/2006	0212310011	\$20.00	View
Gas Company	Processed		04/26/2006	0209130014	\$25.50	View
				<i>Day Total</i>	\$45.50	
Sprint	Processed		05/07/2006	0212310011	\$20.00	View
				<i>Day Total</i>	\$20.00	
Gas Company	Processed		05/11/2006	0209130014	\$25.50	View
				<i>Day Total</i>	\$25.50	
Music Store	Processing	6000000048	05/14/2006	0209130009	\$25.00	View
				<i>Day Total</i>	\$25.00	
				<i>Processed Total</i>	\$116.00	

[Next >](#)

Options – Personal

You can change your Granite Online password, create a nickname to use for your login ID, update your email address and setup your security information to enable the Password Reset feature.

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[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#)
[Personal](#) | [Account](#) | [Alerts](#) | [Display](#) | [Mobile Settings](#)

BANK OF GRANITE • 23 N. MAIN STREET GRANITE FALLS NC 28630
(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

You do not need to complete all fields on this page.

When changing your password, you must complete all three fields on this line.

- Enter your Current Password, your New password and Re-type the new password.
- Your 6-8 character password will be case sensitive, if you use letters.
- You must use four unique passwords before the system will allow you to repeat a previously used password.
- Your password will expire every 90 days

Personal ID - You may create an 'alias' to use instead of your 12-digit Granite Online ID for logging in to Granite Online.

[Reset Login Count](#)

Personal Options

Change

6-8 digit, AlphaNumeric Password (enter twice)

Current

New

Personal ID

username

Change E-mail Address

yourname@isp.net

Personal Question

Personal Question Answer

Options – Account

Give your accounts friendly names and customize the display order for your accounts

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SERVICE AS SOLID AS OUR NAME

[Contact](#) [Help](#) [Privacy Statement](#) [Logout](#)

[Account Listing](#) [Bill Pay](#) [Options](#) [Personal](#) [Account](#) [Alerts](#) [Display](#) [Mobile Settings](#)

BANK OF GRANITE · 23 N. MAIN STREET GRANITE FALLS NC 28630
(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

View: per page. Total Accounts: 8

Account Options

Change	Current	New
Account Pseudo Names	My Checking	<input type="text"/>
	Savings	<input type="text"/>
	IRA	<input type="text"/>
	CD	<input type="text"/>
	Home Equity	<input type="text"/>
	Mortgage Loan	<input type="text"/>
	Installment Loan	<input type="text"/>
	Line of Credit	<input type="text"/>

Account Display Order

Options – Alerts

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Account Listing	Bill Pay	Options	Contact	Help	Privacy Statement	Logout
Personal	Account	Alerts	Display	Mobile Settings		

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(828) 496-2000

Online Banking Support (828) 496-2050
Toll Free (866) 416-8979

[Edit Event Alerts](#)

Event Alert Options

Receiving Incoming ACH Credit
Insufficient Funds (NSF)

Note: Maximum of 15 Balance Alerts

[Add Balance Alert](#)

Balance Alert Options

Account Name	Above/Below	Amount	Method		
114851	Above	\$999,999,999.00	Both	Edit	Delete
889922 DDA 0002	Below	\$500.00	Both	Edit	Delete

Note: Maximum of 15 Item Alerts

[Add Item Alert](#)

Item Alert Options

Account Name	Number	Method		
Checking	1235	Both	Edit	Delete

Note: Maximum of 15 Personal Alerts

[Add Personal Alert](#)

Personal Alert Options

Date	Text	Method		
05/23/06	My Dad's Birthday	Both	Edit	Delete

Options - Display

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Display Options

Display Data

Select Default

- Accounts 10 20 50 100 All
- Transactions Since Last Statement 7 Days 15 Days 30 Days Search History
- Bill Pay History All History 7 Days 15 Days 30 Days Search History
- Transfer History 7 Days 15 Days 30 Days Search History
- Download Lines One Two Three All
- Transfer Confirmation Yes No

[Submit](#)

[Reset](#)

Options – Mobil Settings

Access your Granite Online account from your web enabled cell phone

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Mobile Settings

* Denotes required fields

Select to activate mobile banking:

Select the accounts you want to access from your mobile device:

- My Checking Vacation Fund
 My Savings

* **Mobile phone number:**

* **Select you mobile provider:** ▼

Mobile Banking Agreement

* I agree to the terms and conditions.

Submit

Cancel

Points of Contact for Granite Online

- Technical Support 828-496-2050
- Email support@bankofgranite.com
- Contact your local Bank of Granite office for Enrollment, Change Requests and password resets
- Thank you for your interest in Granite Online Banking



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