

ALPINE BANK

OPEN ACCOUNT ONLINE

INSTRUCTIONS • QUESTIONNAIRE

Use the Alpine Bank website to go through the online application process for a personal checking or money market account (you are not required to actually open the account).



Before You Begin

- Review your shop confirmation
- Have a copy of the questionnaire
- Have a distraction-free environment



Don't Forget!

- Evaluate all required website areas
- Go through the application process
- Take screenshots as proof of shop



General Requirements

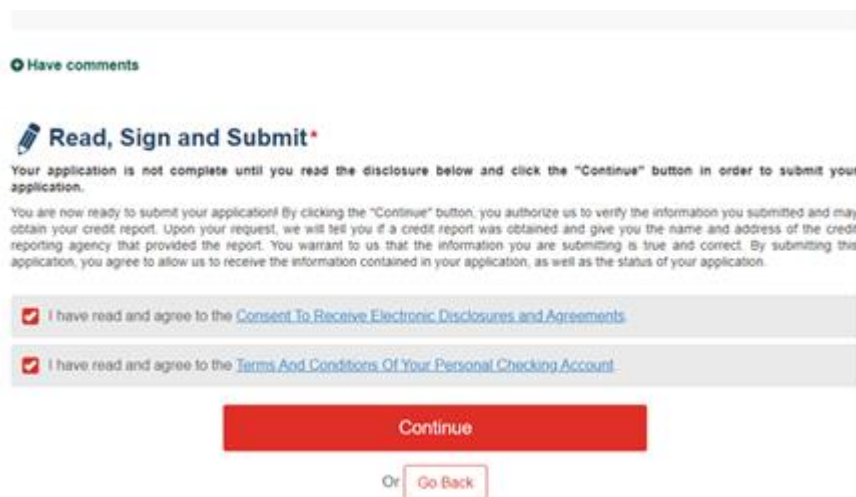
- You must be a new customer to Alpine Bank or a current customer who does not already have an Alpine Bank personal checking account or money market account.
- Read all instructions and the entire questionnaire before you complete the shop.
 - Have a copy with you as you complete the shop to be sure you complete all elements.
- You are not required to actually open an account at the end of the application process unless you wish to do so on your own. CX Group will not reimburse any fees incurred should you choose to open an account on your own.
 - If you choose to open an account on your own, you will need to have a valid Colorado zip code in an Alpine Bank branch area.
- Take one or more screenshots as you go through the account application process. Upload the images with your report as proof of shop.
- Submit your report to shopperhub.cxgroup.com within 12 hours of completing the shop.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot currently nor have ever worked for Alpine Bank.



Shop Instructions

- Go to www.alpinebank.com using a computer or the web browser of a mobile device.
- Click on 'PERSONAL' to review a list of account options.
 - Review the features of each account as well as the account disclosures to determine the clarity of the information.
 - Confirm that all links work correctly.

- When ready, click the 'APPLY NOW' link.
 - Go through the entire online application process for a personal checking or money market account. Agree to any account disclosures, enter your real personal information (DOB, SSN, etc.) as requested, select optional account features as desired, and add a joint applicant if you wish to do so.
 - If you do not reside in an Alpine Bank branch area in Colorado, enter 80014 as the zip code when prompted.
- Take one or more screenshots as you go through the account application process to upload with your report as proof of shop.
 - Black out any personal information in the images prior to uploading.
- If you receive an error message while navigating between links, take a screenshot of the error message (if possible) to upload with your report.
- Once you reach the section "Read, Sign, and Submit", your shop is complete, and you may close your browser window. Do not click 'Continue' on this screen unless you are choosing on your own to open an account.
 - The personal information you have entered until this point will not be saved in Alpine Bank's system unless you choose to open an account.
 - Opening an account is outside of the shop requirements, and should you choose to open an account, CX Group will not be held accountable for any fees incurred now or in the future based on account opening.



[Have comments](#)

Read, Sign and Submit*

Your application is not complete until you read the disclosure below and click the "Continue" button in order to submit your application.

You are now ready to submit your application! By clicking the "Continue" button, you authorize us to verify the information you submitted and may obtain your credit report. Upon your request, we will tell you if a credit report was obtained and give you the name and address of the credit reporting agency that provided the report. You warrant to us that the information you are submitting is true and correct. By submitting this application, you agree to allow us to receive the information contained in your application, as well as the status of your application.

☒ I have read and agree to the [Consent To Receive Electronic Disclosures and Agreements](#)

☒ I have read and agree to the [Terms And Conditions Of Your Personal Checking Account](#)

Continue

Or **Go Back**

When you reach this screen, your shop is complete (do not click 'Continue').



QUESTIONNAIRE

Shop date:

Start time:

End time:

Service Analysis

1. Was the Alpine Bank website accessible on your first visit attempt?

☐ Yes

☐ No

2. If no, please explain:

3. Were all links operable?

☐ Yes

☐ No

4. If no, explain which link(s) did not work, and upload a screenshot of the error message, if possible:

5. Was it easy to find information about personal checking and savings/money market account options on the website?

☐ Yes

☐ No

6. If no, please explain:

7. Was it easy to find the place to apply for an account?

☐ Yes

☐ No

8. If no, please explain:

9. Was it easy to move back and forth between pages while going through the account opening screens?

☐ Yes

☐ No

10. If no, please explain:

11. Was the overall appearance of the account opening screens appealing, attractive, and representative of the financial institution's image?

☐ Yes

☐ No

12. If no, please explain:

13. Were the account disclosures clear and easy to read and understand?

☐ Yes

☐ No

14. If no, please explain:

15. Was it easy to select the account that would work best for you to open?

☐ Yes

☐ No

16. If no, please explain:

17. Was it easy to select optional features, such as online banking and/or a debit card, for your account?

- ☐ Yes ☐ N/A – I did not select any optional features
☐ No

18. If no, please explain:

19. Was the applicant information required easy to understand and input?

- ☐ Yes ☐ No

20. If no, please explain:

21. Was it easy to add a joint applicant to the account application?

- ☐ Yes ☐ N/A – I did not add a joint applicant
☐ No

22. If no, please explain:

23. Were the account opening screens user friendly and easy to navigate with information clearly defined?

- ☐ Yes ☐ No

24. If no, please explain:

25. Based on your experience with the online account opening application process, on a scale from 0 - 10, how likely would you be to recommend Alpine Bank to a family member, colleague, or friend?

0 = Not at all likely; 10 = Extremely likely

- | | |
|----------------------------|-----------------------------|
| ☐ 0 | ☐ 6 |
| ☐ 1 | ☐ 7 |
| ☐ 2 | ☐ 8 |
| ☐ 3 | ☐ 9 |
| ☐ 4 | ☐ 10 |
| ☐ 5 | |

26. Explain your rating:

If your rating is 10, explain why you would recommend. If your rating is lower than 10, comment on how your experience could have been improved.

27. Overall comments:

Provide comments describing your experience with the account application process on the Alpine Bank website.

28. Upload screenshots of the account application process as proof of shop:

END OF QUESTIONNAIRE