

Important Notice – New BOSS User Requirements

Fulton Bank prioritizes the safety, security, and financial well-being of our customers. As you know, we offer multi-factor authentication (MFA), including use of one-time passcodes (OTP) at login. We have encouraged our customers to voluntarily enforce OTP and dual approval requirements at numerous points in the BOSS process.

With advances in technology, more customers are utilizing devices and platforms that increase their risk of encountering digital fraud schemes. As a result, **new BOSS requirements** are being introduced **effective August 28, 2023**.

Steps to take before August 28:

1. Login to BOSS and **verify your phone number**. Learn more with our [Passcode Maintenance Guide](#).
2. Ensure you have **two BOSS users at your company with the proper approval entitlements**. If you need help adding a second user with proper approval entitlements, [here's how](#).

Effective August 28:

- **Wire transfers over \$100,000** – All wire transfers over \$100,000 initiated through BOSS will require the approval of two individual users at your company (with proper approval entitlements in BOSS). Please verify that at least two users within BOSS have the proper approval entitlements prior to **August 28**. If you do not have two BOSS users with proper approval entitlements on or after August 28, you will not be able to send wires over \$100,000 through BOSS. In that event, please contact your Fulton Banker.

- **Required passcode authentication for payment templates** – An OTP will be required for creation and modification of BOSS payment templates. This includes payment templates for both ACH transactions and wires.

For assistance, please visit our [website](#), contact your BOSS Admin¹, or call us at [1.800.FULTON.4 \(1.800.385.8664\)](tel:1800.FULTON.4).

Download the BOSS Mobile App Today!

The BOSS mobile app is now available to all business customers! Download the BOSS mobile app from the [Apple App Store](#) or [Google Play](#) by searching “Fulton Bank BOSS.” When you access BOSS on a mobile device, the BOSS mobile app will provide the highest level of information security.

As a reminder, when accessing Fulton Bank’s website, online banking, or BOSS, type the Bank’s website address directly into your browser URL field as: www.FultonBank.com. Do not conduct an internet search to access our website or online banking. Fulton Bank **will never contact** you by phone, text, or email asking you to provide your online banking credentials, passcodes, or any other personal information.

Thank you for taking action to help ensure a smooth transition to the BOSS process described above. We appreciate you!

Call
1.800.FULTON.4



Schedule an
Appointment



Send a
Message



Find a
Location



Fulton Bank, N.A. Member FDIC.

1. Each BOSS Admin can clear profile phone numbers for company users, if needed, from the desktop BOSS

platform (this is not available on the mobile app). Once cleared, the user will be prompted to enter a new phone number upon their next log-in.

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