

Fraud Reduction - Interstitial and OTP Update Enrollment

Version 09

08/27/2020

Change Log

| Version | Date | Change Log |
|---------|------------|---|
| 01 | 04/17/2020 | Initial wires |
| 02 | 04/23/2020 | Added enrollment screens, minor copy adjustment |
| 03 | 05/01/2020 | Added options for users to select any 3 numbers, added enrollment flow |
| 04 | 05/11/2020 | Updated phone number screen in enrollment to include "no local number" link. |
| 05 | 05/15/2020 | Added blank field enrollment screen |
| 06 | 05/20/2020 | Updated enrollment screens for 1 number, multiple numbers, international or no number on file. |
| 07 | 08/13/2020 | Updated main body copy, changed CTAs to CONFIRM/SKIP, added no skip option, toast message, added has number no skip |
| 08 | 08/20/2020 | Updated main body copy |
| 09 | 08/27/2020 | Changed "Haven't got a local number" to I don't have a local number" |

Fraud Interstitial - Local

Base View

Empty state

Confirm your primary phone number

Please tell us the number you use the most. This will help with verification and security on your account. Consider using your mobile number so you can get alerts and notifications on your phone.

Type Mobile Number

Mobile Number

CONFIRM

SKIP

| | |
|------------------------------|-------------------|
| Money Market Checking | Available balance |
| Checking *0000 | \$2578.99 |
| IRA | Available balance |
| Savings *0000 | \$904.98 |
| CREDIT CARDS | |
| BMO Elite Mastercard | Current balance |
| *0000 | \$856.77 |
| LINES OF CREDIT | |
| BMO Line of Credit | Principal balance |
| *0000 | \$556.38 |

Empty state no skip

Confirm your primary phone number

Please tell us the number you use the most. This will help with verification and security on your account. Consider using your mobile number so you can get alerts and notifications on your phone.

Type Mobile Number

Mobile Number

[? I DON'T HAVE A LOCAL NUMBER](#)

CONFIRM

| | |
|------------------------------|-------------------|
| Money Market Checking | Available balance |
| Checking *0000 | \$2578.99 |
| IRA | Available balance |
| Savings *0000 | \$904.98 |
| CREDIT CARDS | |
| BMO Elite Mastercard | Current balance |
| *0000 | \$856.77 |
| LINES OF CREDIT | |
| BMO Line of Credit | Principal balance |
| *0000 | \$556.38 |

1 number on file

Confirm your primary phone number

Please tell us the number you use the most. This will help with verification and security on your account. Consider using your mobile number so you can get alerts and notifications on your phone.

Type Mobile Number

Mobile Number (416) 111-1112

CONFIRM

SKIP

| | |
|------------------------------|-------------------|
| Money Market Checking | Available balance |
| Checking *0000 | \$2578.99 |
| IRA | Available balance |
| Savings *0000 | \$904.98 |
| CREDIT CARDS | |
| BMO Elite Mastercard | Current balance |
| *0000 | \$856.77 |
| LINES OF CREDIT | |
| BMO Line of Credit | Principal balance |
| *0000 | \$556.38 |

Number on file no skip

Confirm your primary phone number

Please tell us the number you use the most. This will help with verification and security on your account. Consider using your mobile number so you can get alerts and notifications on your phone.

Type Mobile Number

Mobile Number (416) 111-1112

CONFIRM

DEPOSITS

| | |
|------------------------------|-------------------|
| Money Market Checking | Available balance |
| Checking *0000 | \$2578.99 |
| IRA | Available balance |
| Savings *0000 | \$904.98 |
| CREDIT CARDS | |
| BMO Elite Mastercard | Current balance |
| *0000 | \$856.77 |
| LINES OF CREDIT | |
| BMO Line of Credit | Principal balance |
| *0000 | \$556.38 |

3 numbers on file

Confirm your primary phone number

Please tell us the number you use the most. This will help with verification and security on your account. Consider using your mobile number so you can get alerts and notifications on your phone.

Type Mobile Number

Mobile Home Office (416) 111-1112

CONFIRM

SKIP

| | |
|------------------------------|-------------------|
| Money Market Checking | Available balance |
| Checking *0000 | \$2578.99 |
| IRA | Available balance |
| Savings *0000 | \$904.98 |
| CREDIT CARDS | |
| BMO Elite Mastercard | Current balance |
| *0000 | \$856.77 |
| LINES OF CREDIT | |
| BMO Line of Credit | Principal balance |
| *0000 | \$556.38 |

Toast message feedback

BMO Harris Bank

Good morning, Jonathan.

Today is Tuesday, April 18, 2017.

Pay bills | Transfer money | Total Look

Account summary

DEPOSITS

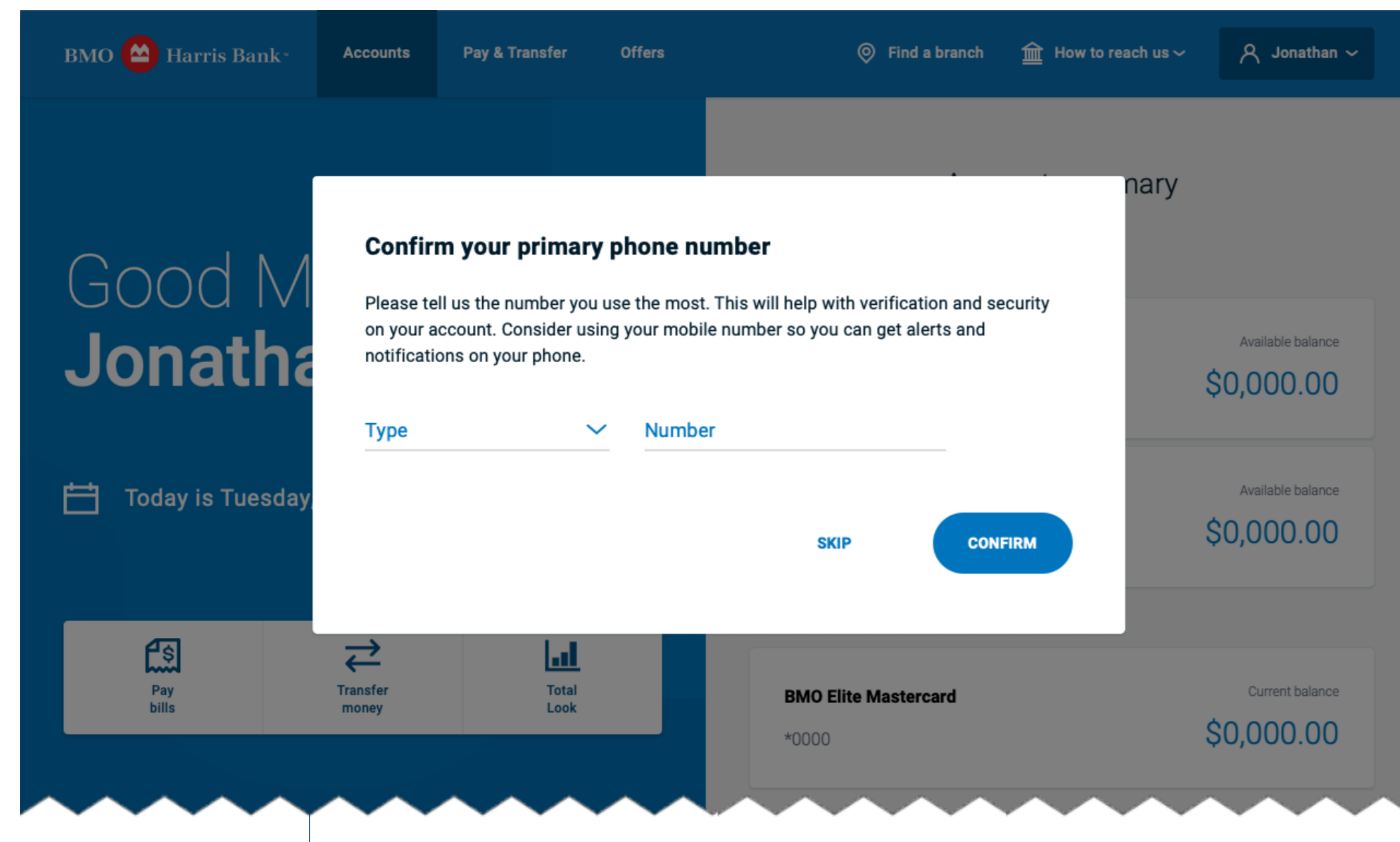
| | |
|------------------------------|-------------------|
| Money Market Checking | Available balance |
| Checking *0000 | \$2578.99 |
| IRA | Available balance |
| Savings *0000 | \$904.98 |

Your changes are saved.

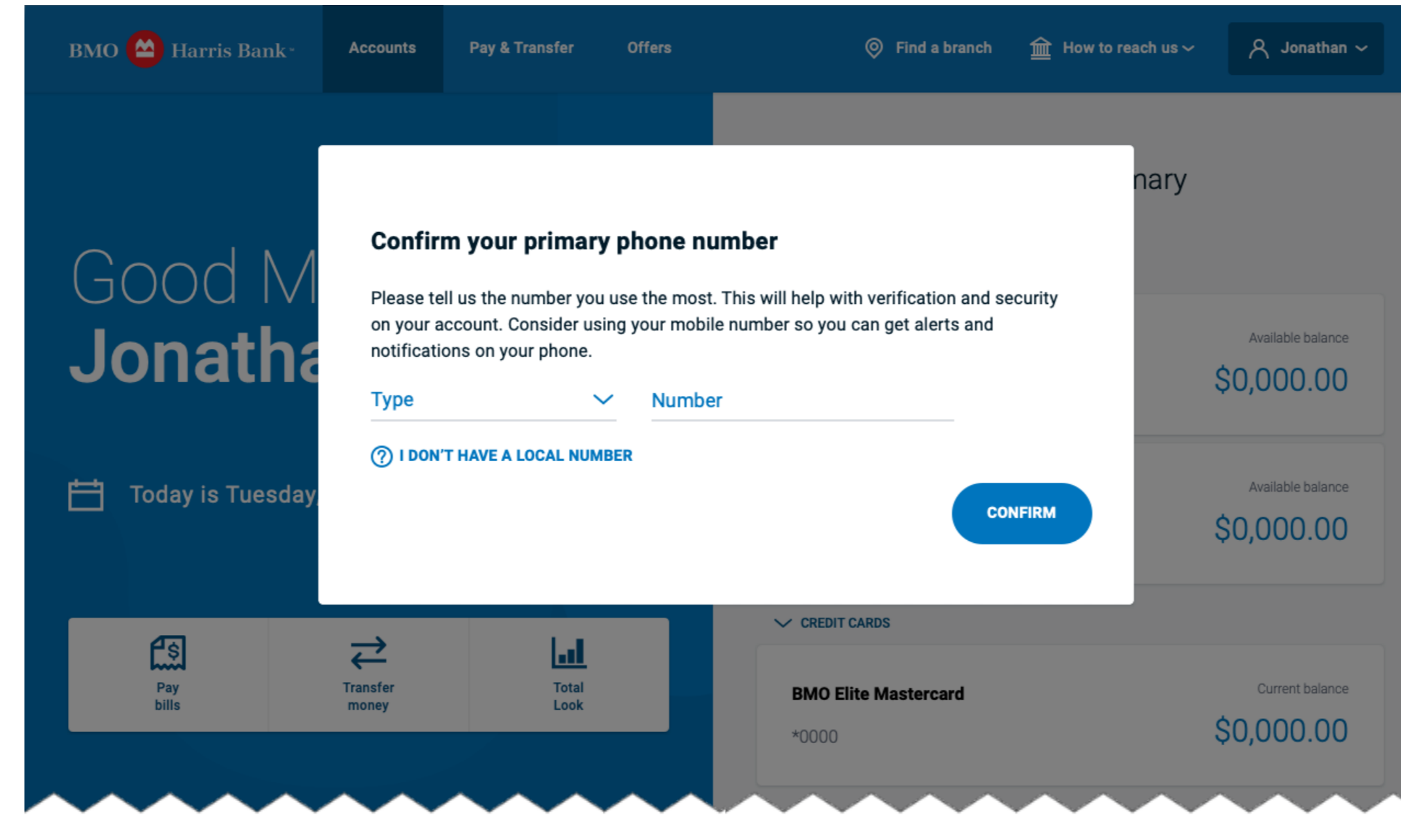
Fraud Interstitial

Base View

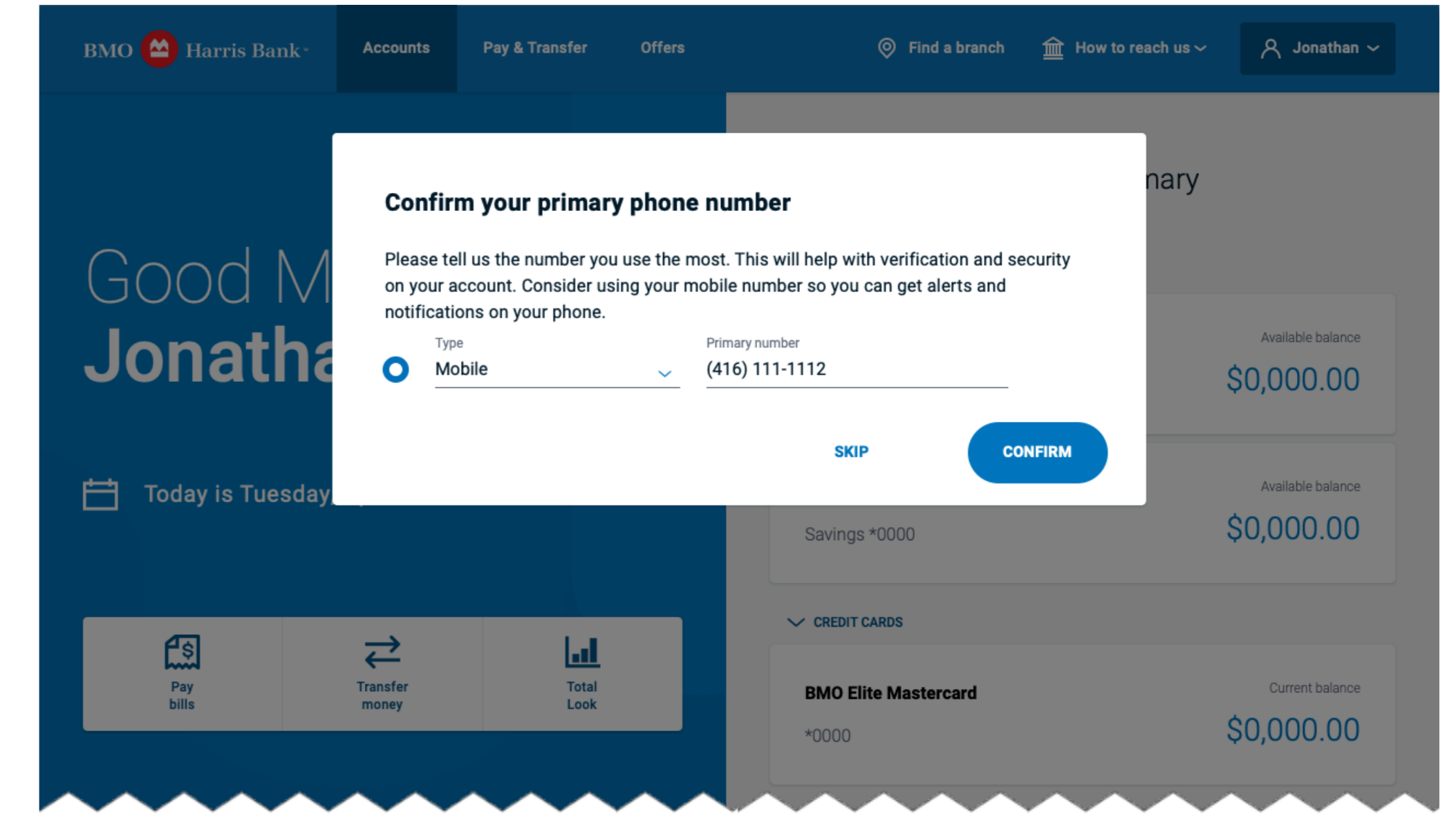
Empty state



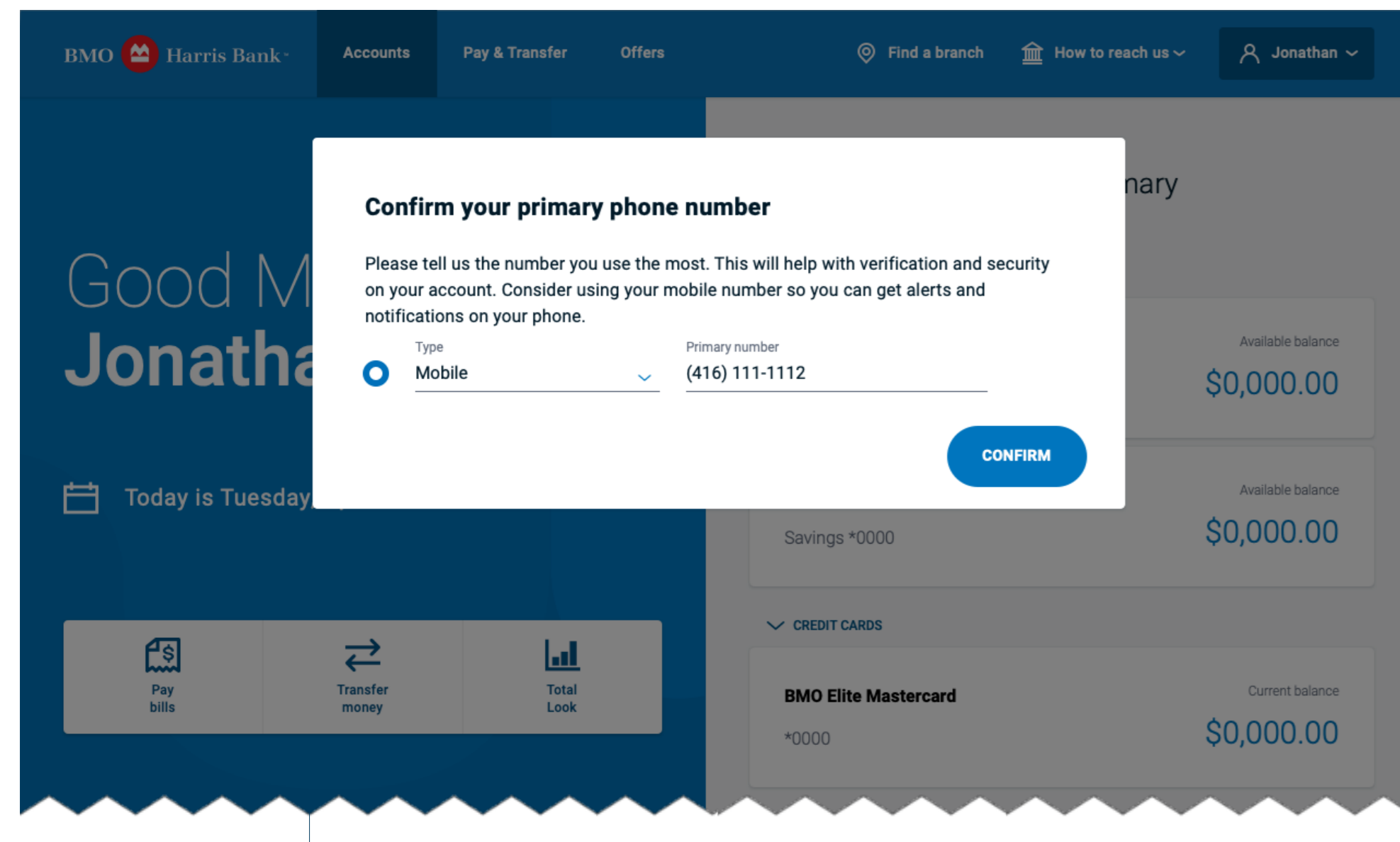
Empty state no skip



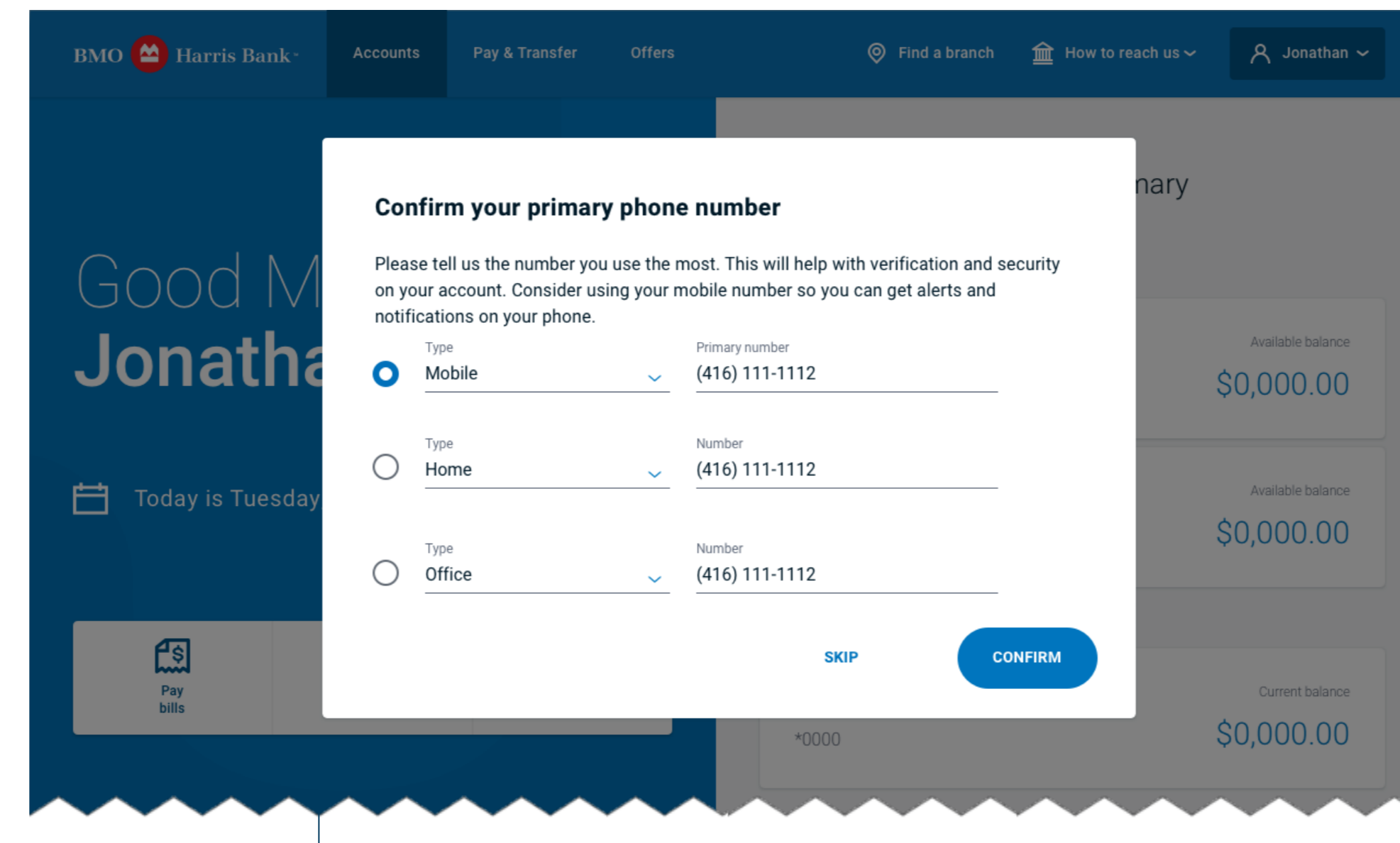
1 number on file



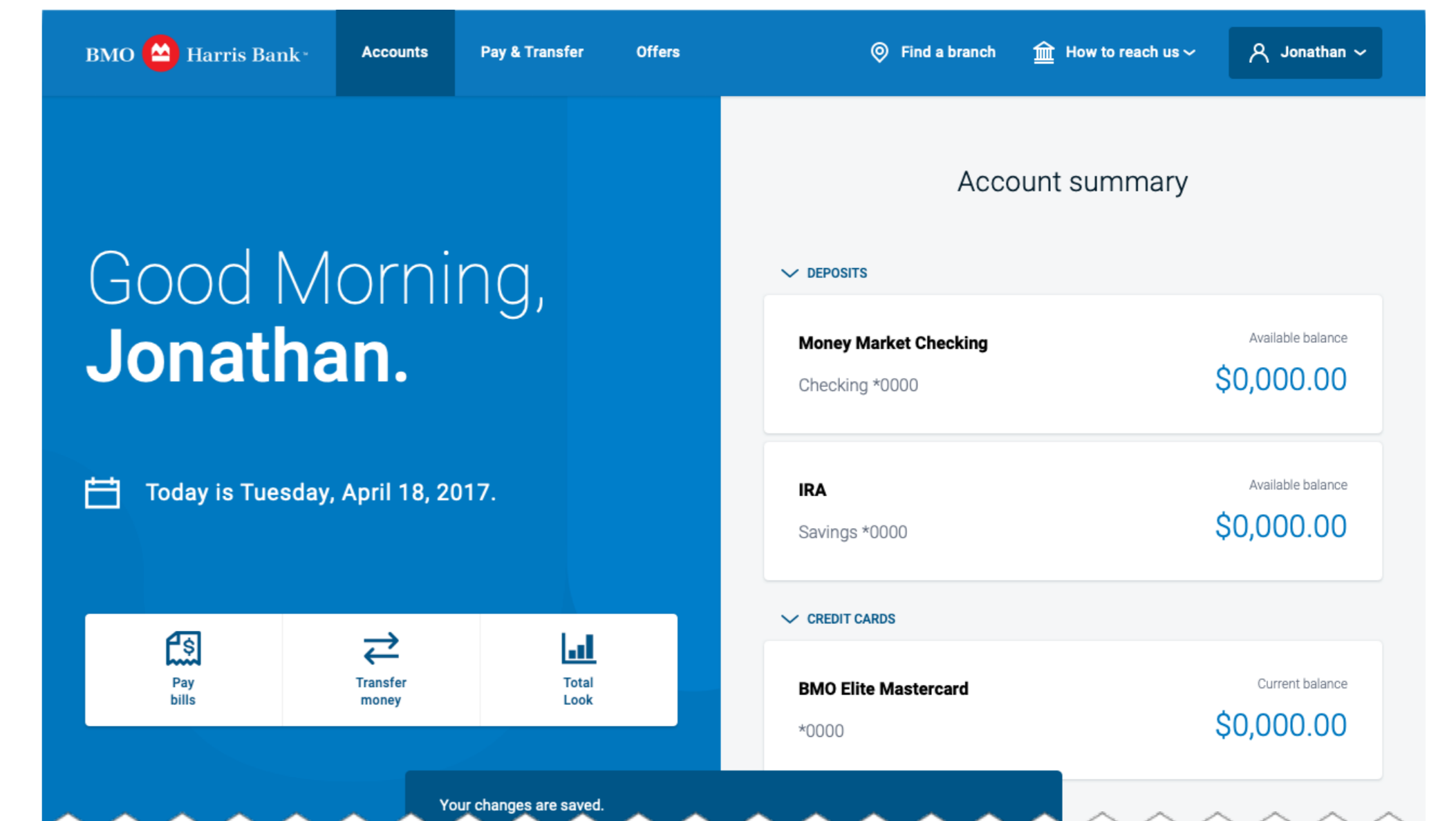
Number on file no skip



3 numbers on file



Toast message feedback



Fraud Interstitial - International

Base View

International number on file

Confirm your primary phone number

Please tell us the number you use the most. This will help with verification and security on your account. Consider using your mobile number so you can get alerts and notifications on your phone.

Phone number: +44-20-7183-8750

Type
Mobile Number

[? I DON'T HAVE A LOCAL NUMBER](#)

CONFIRM

SKIP

IRA Available balance
Savings *0000 \$904.98

CREDIT CARDS

BMO Elite Mastercard Current balance
*0000 \$856.77

LINES OF CREDIT

BMO Line of Credit Principal balance
*0000 \$556.38

International no skip

Confirm your primary phone number

Please tell us the number you use the most. This will help with verification and security on your account. Consider using your mobile number so you can get alerts and notifications on your phone.

Phone number: +44-20-7183-8750

Type
Mobile Number

[? I DON'T HAVE A LOCAL NUMBER](#)

CONFIRM

Checking *0000 \$2578.99

IRA Available balance
Savings *0000 \$904.98

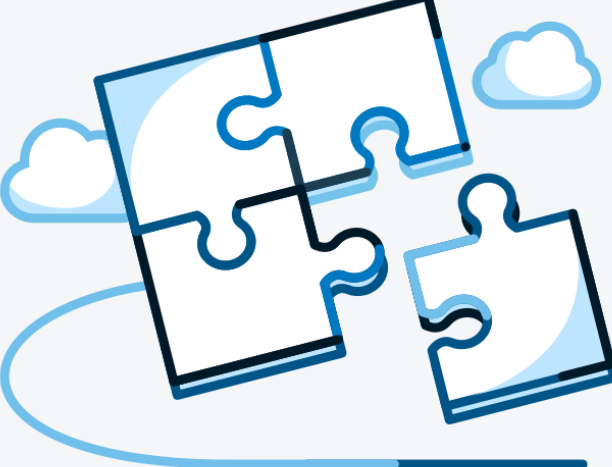
CREDIT CARDS

BMO Elite Mastercard Current balance
*0000 \$856.77

LINES OF CREDIT

BMO Line of Credit Principal balance
*0000 \$556.38

No local number copy



Fill us in anytime

If you get a local number down the road, you can add it to your profile under Contact Preferences.

OKAY

Savings *0000 \$904.98

CREDIT CARDS

BMO Elite Mastercard Current balance
*0000 \$856.77

LINES OF CREDIT

BMO Line of Credit Principal balance
*0000 \$556.38

Toast message feedback

BMO Harris Bank

Good morning,
Jonathan.

Today is Tuesday, April 18, 2017.

Pay bills | Transfer money | Total Look

Account summary

DEPOSITS

Money Market Checking Available balance
Checking *0000 \$2578.99

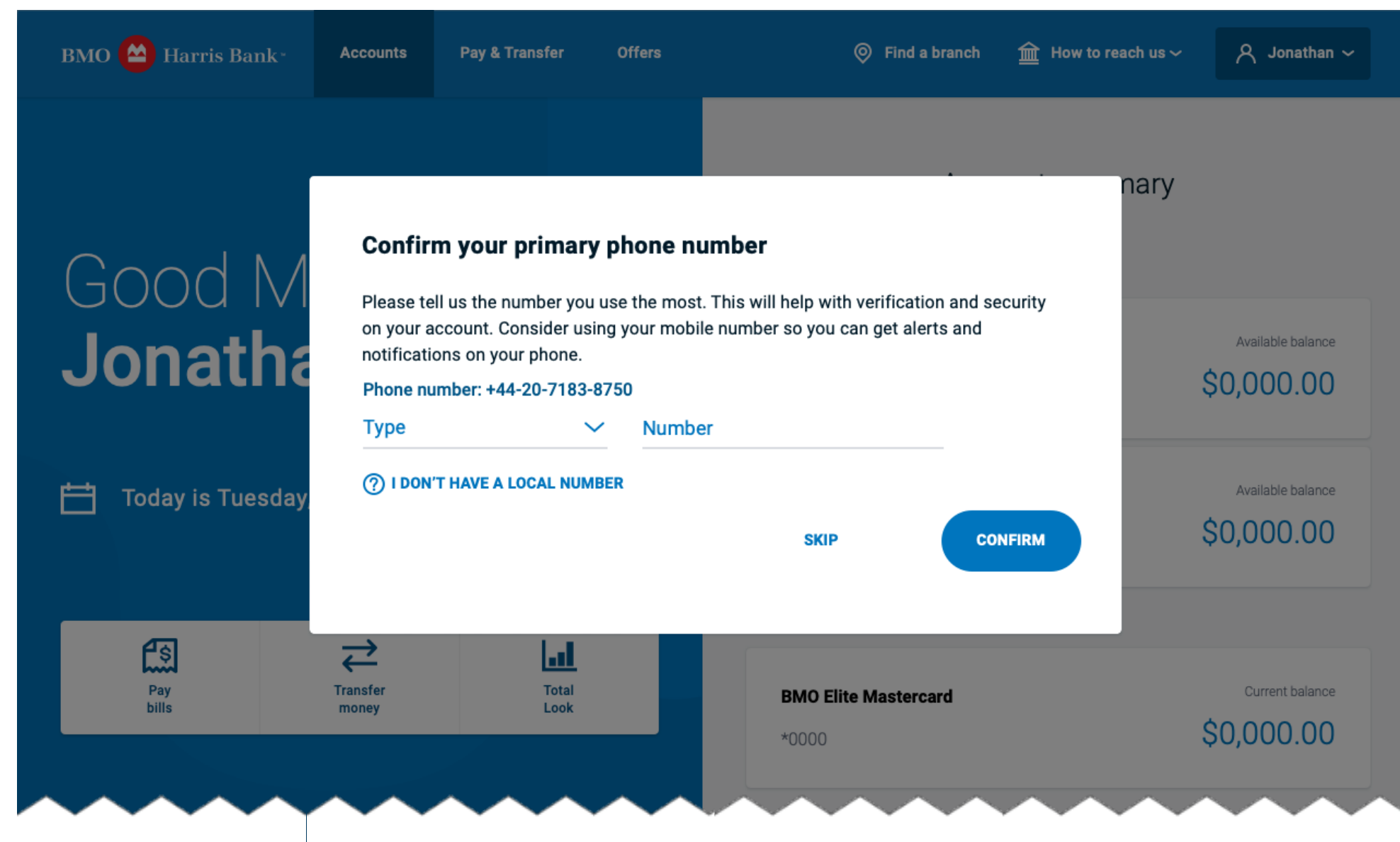
IRA

Your changes are saved.

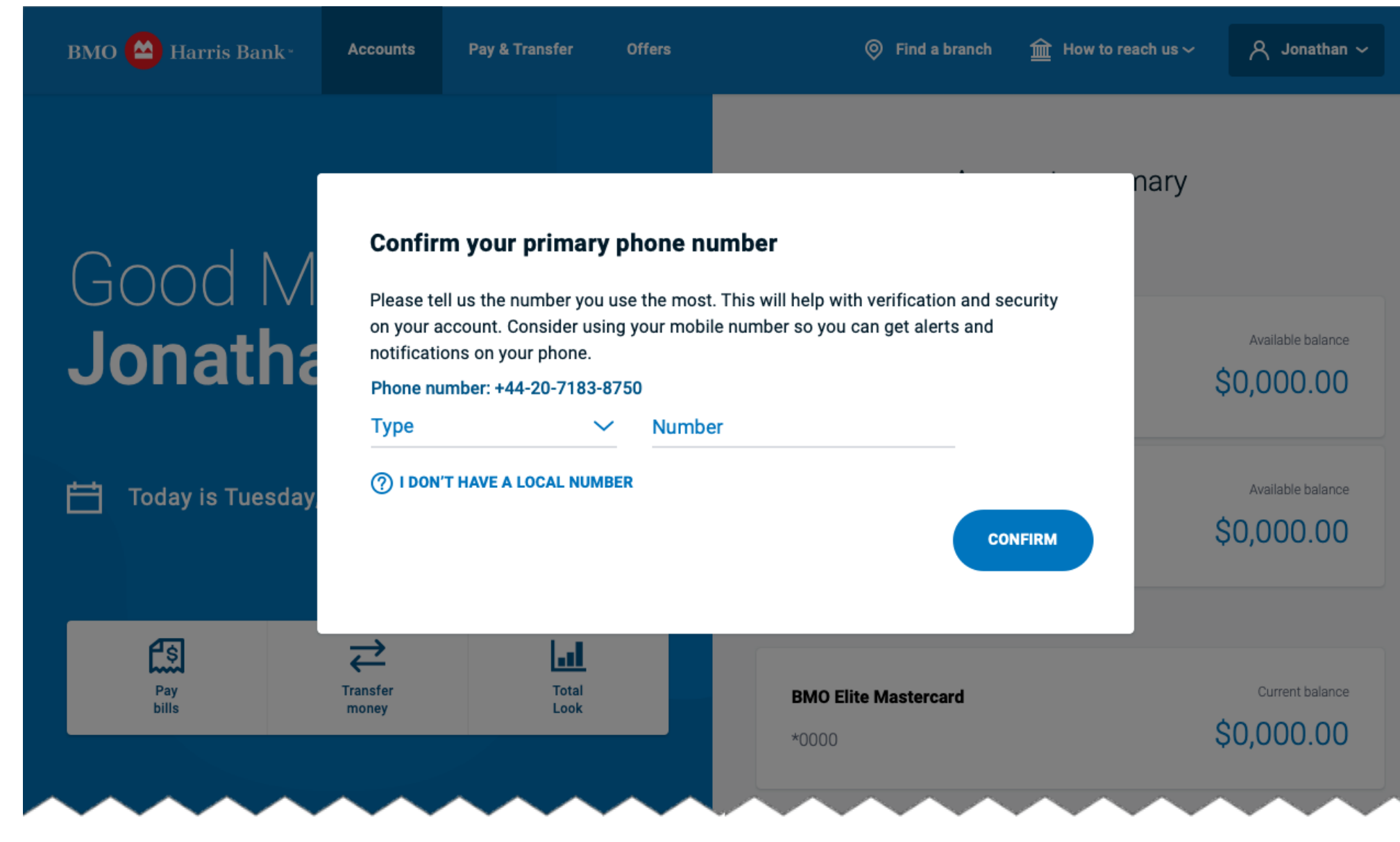
Fraud Interstitial - International

Base View

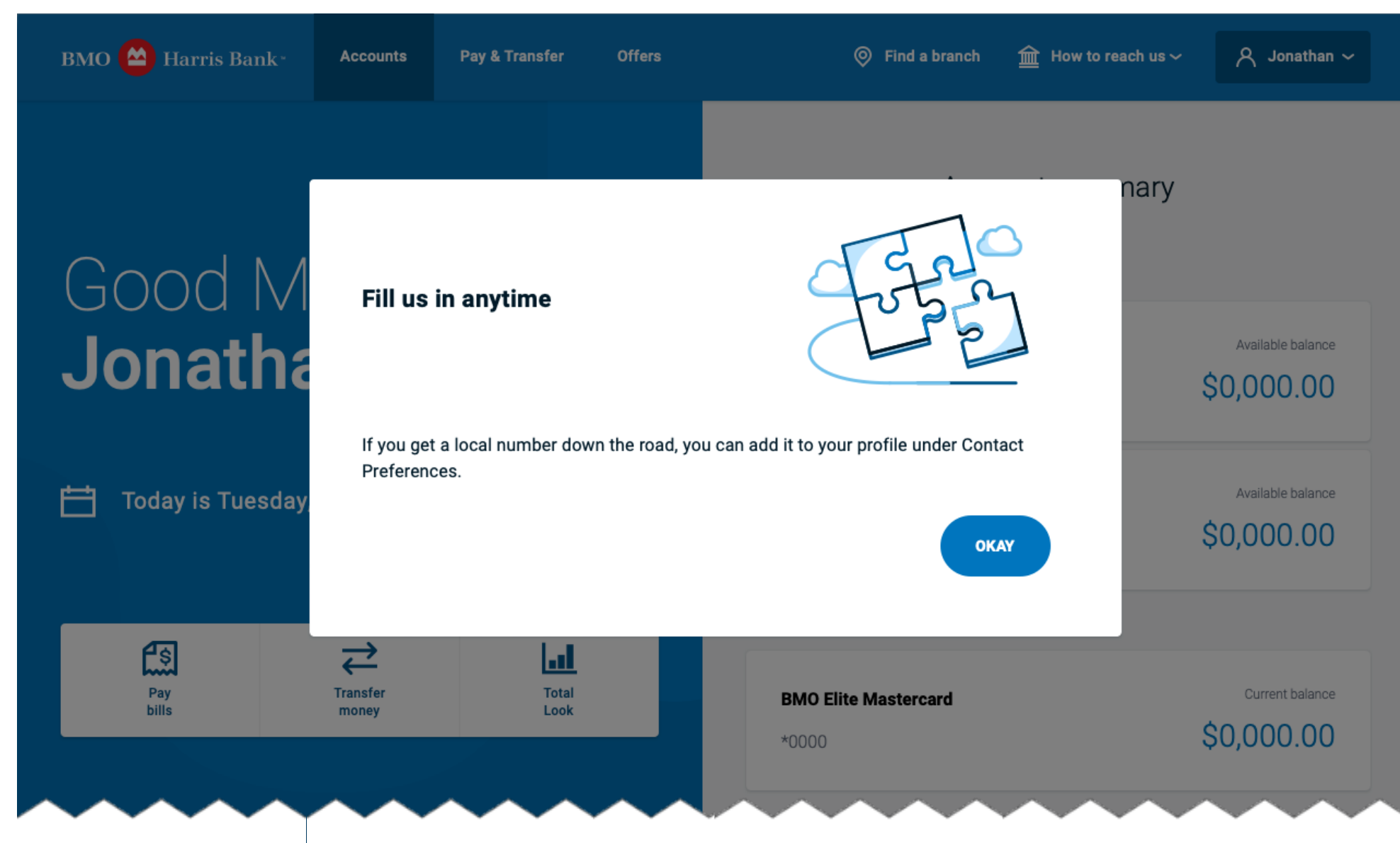
International number on file



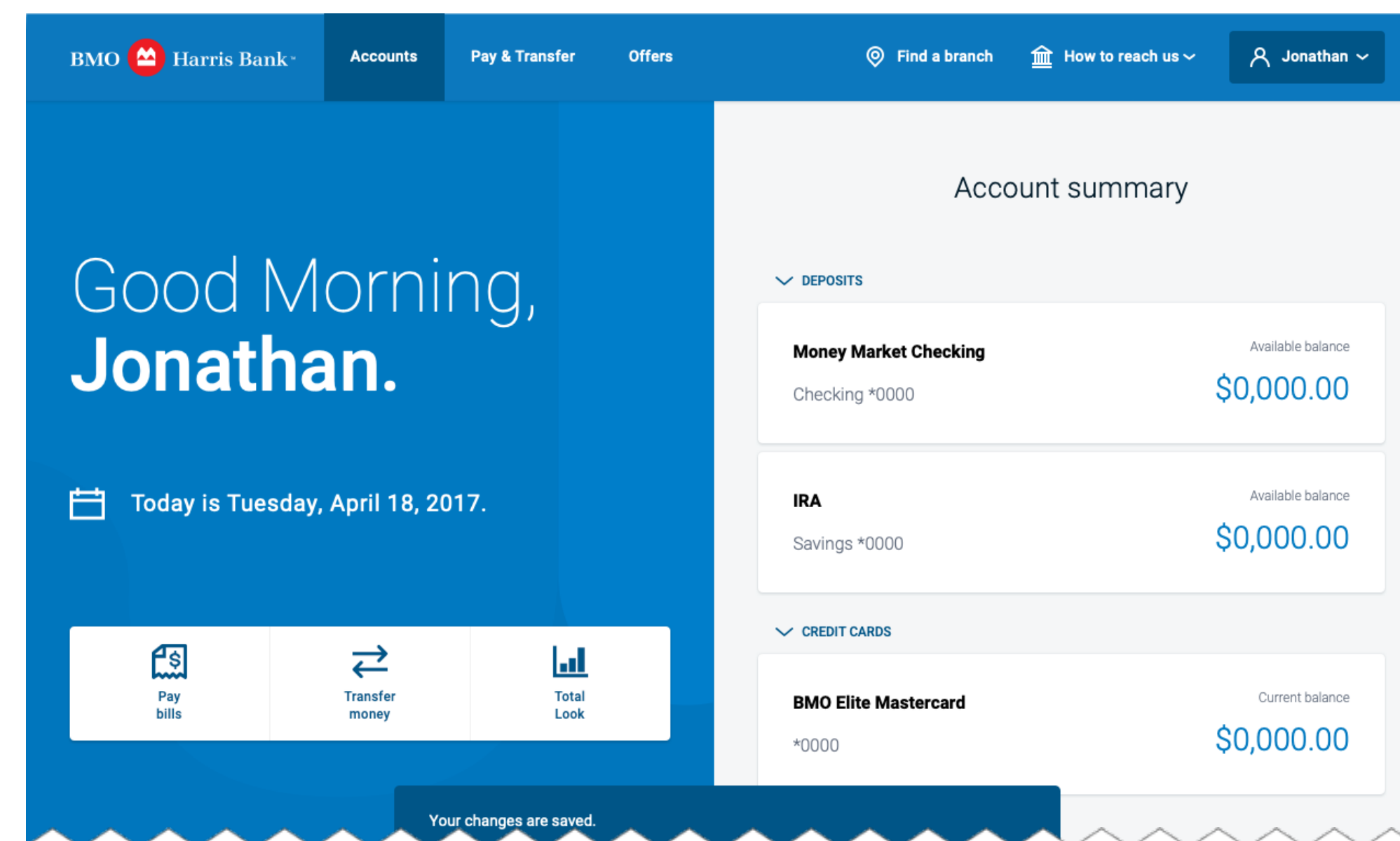
International no skip



No local number copy



Toast message feedback



Enrollment - OTP Page

Get Your Code View

Desktop

BMO Harris Bank Accounts Pay & Transfer Offers Find a branch How to reach us Jonathan

Get your code

Let's verify your identity.

First, let's make sure you're you. **Select how you'd like to receive your security code**

Please don't share your code with anyone.

Standard messaging, data, & voice rates apply.

TEXT
(4**) - *** - *112

CALL
(4**) - *** - *113

EMAIL
J*****G@**OS.COM

UPDATE YOUR CONTACT INFO

CANCEL

Mobile

BMO Harris Bank

Let's verify your identity.

Get your code

First, let's make sure you're you. **Select how you'd like to receive your security code.**

Please don't share your code with anyone.

Standard messaging, data, & voice rates apply.

TEXT
(4**) - *** - *112

PHONE CALL
(4**) - *** - *113

EMAIL
J*****G@**OS.COM

UPDATE YOUR CONTACT INFO

CANCEL


Enrollment update - mobile

Base View

Enrollment addition w/ number on file

Update contact information

Confirm your phone number



Please provide your phone number below
(or double-check the one we've found for you).

Type Primary number
Mobile (416) 111-1112

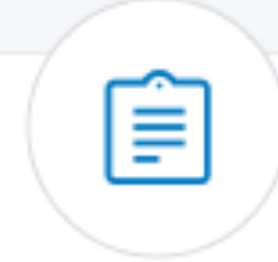
CONTINUE

CANCEL

Enrollment error state

Update contact information

Confirm your phone number



Please provide your phone number below
(or double-check the one we've found for you).

Sorry, check your number and try again.

Type Primary number
Mobile (416) 111-111


CONTINUE

CANCEL

Enrollment empty state w/ multiple numbers

Update contact information

Confirm your phone number



Please provide your phone number below
(or double-check the one we've found for you).

Type Primary number


CONTINUE

CANCEL

Enrollment empty state w/ none or international

Update contact information

Confirm your phone number



Please provide your phone number below
(or double-check the one we've found for you).

Type Primary number

CONTINUE

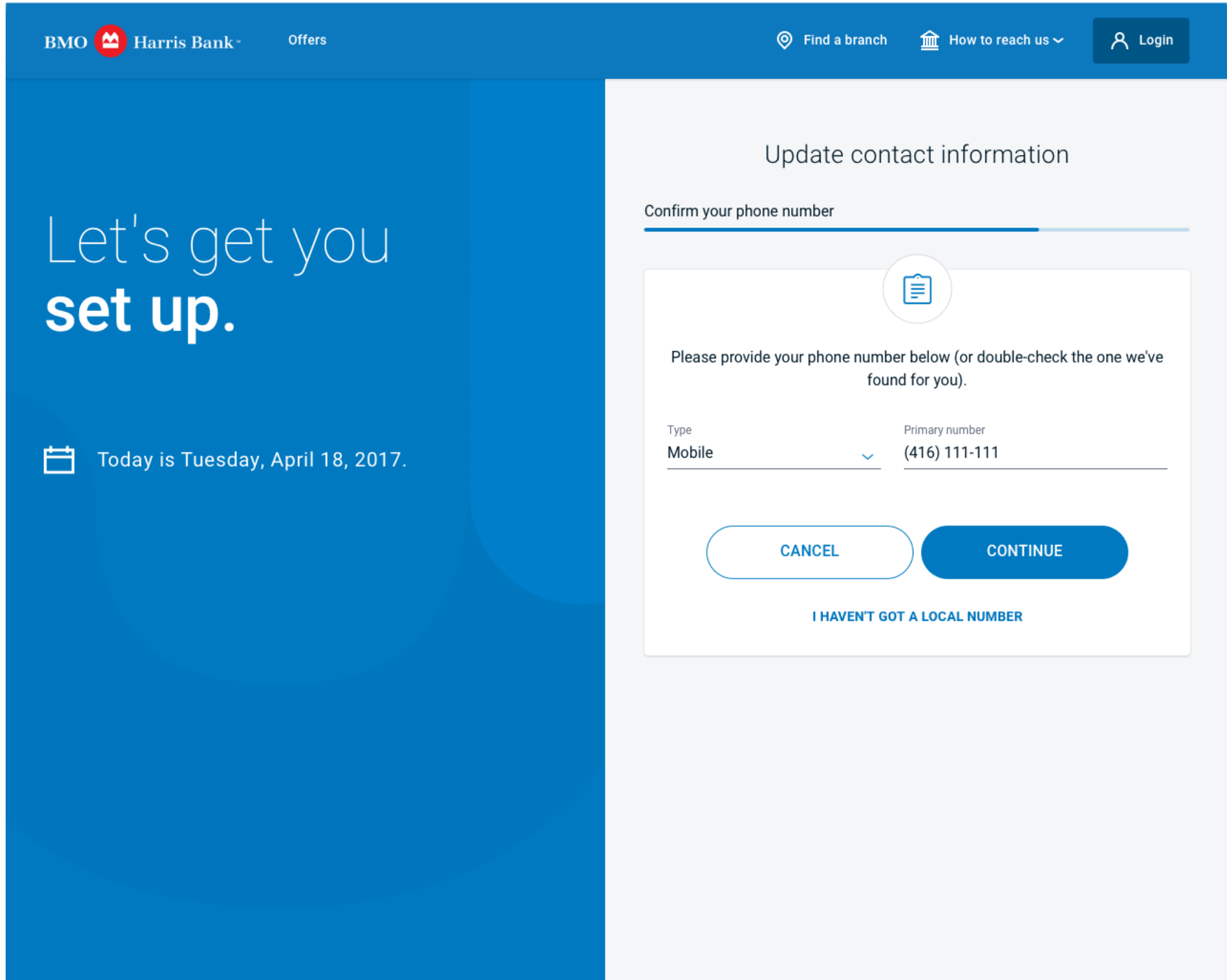
CANCEL

I HAVEN'T GOT A LOCAL NUMBER

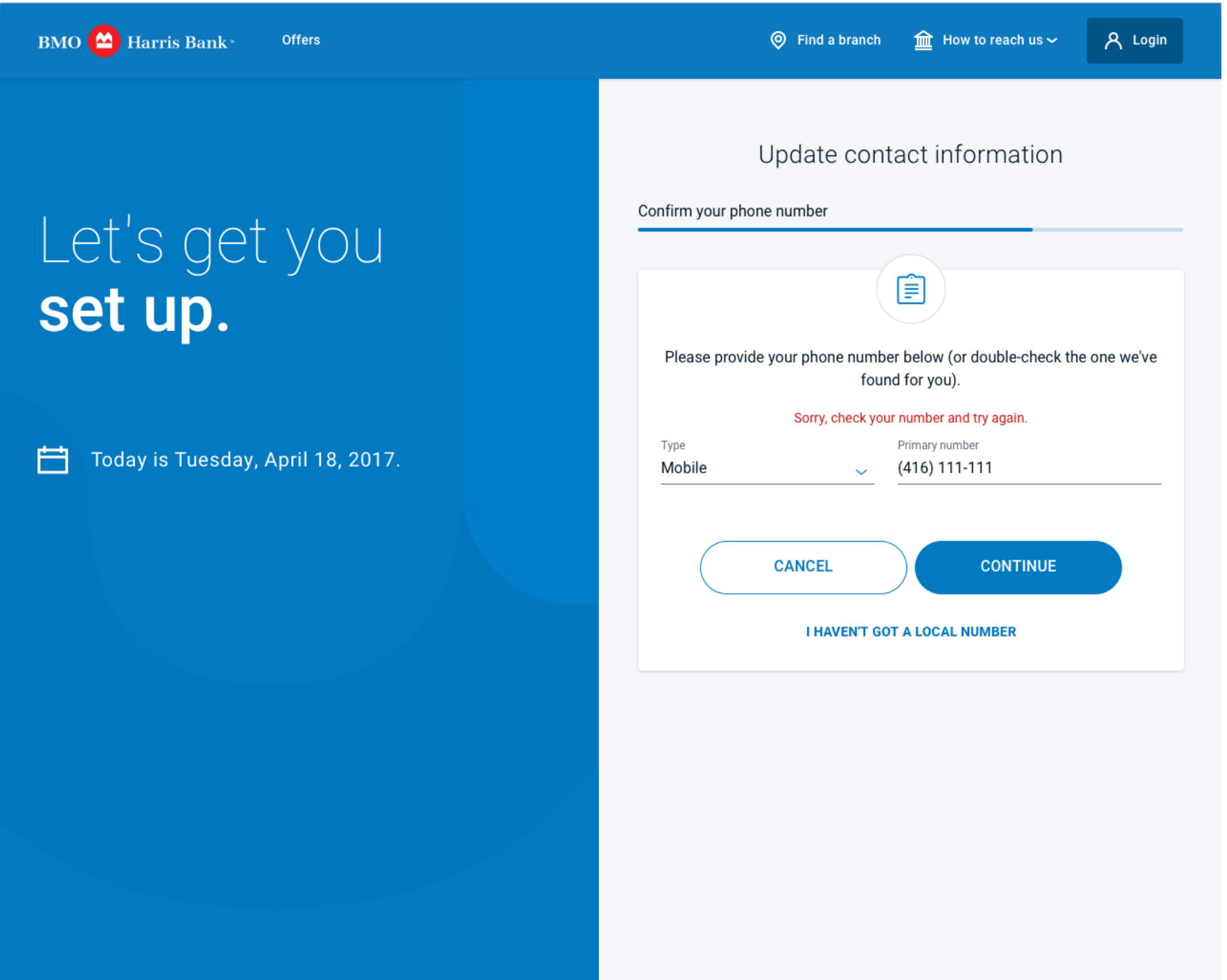
Enrollment update - desktop

Base View

Enrollment addition



Enrollment addition error state



Enrollment addition empty state

