

ISSUE REPORTING GUIDE

Issues encountered during testing should be immediately reported, especially if they affect your personal finances. Follow the process below to submit an **account** or **User Experience** issue.

FOR EMPLOYEES:

Account/Transaction Issues CALL S3 - 855-402-3803	User Experience/Capability Issues USE SHAREPOINT FORM
<ul style="list-style-type: none"> • Deposits aren't showing 	<ul style="list-style-type: none"> • Feature isn't working
<ul style="list-style-type: none"> • Transaction history or description incorrect 	<ul style="list-style-type: none"> • Unexpected error
<ul style="list-style-type: none"> • Payment (P2P/Bill pay) did not process correctly 	<ul style="list-style-type: none"> • Incorrect information or confusing directions
<ul style="list-style-type: none"> • Unable to make a transfer or the correct account isn't showing in the drop down menu 	<ul style="list-style-type: none"> • Differences between desktop and mobile
<ul style="list-style-type: none"> • Any issue that impacts your balance or transaction from processing 	<ul style="list-style-type: none"> • Display, content or design issues
<p>NEXT STEPS:</p> <ul style="list-style-type: none"> • S3 will log your call/issue and route it to the triage team. • The triage teammate will contact you directly. 	<p>NEXT STEPS:</p> <ul style="list-style-type: none"> • The triage team will review the issue and open a defect if required. • The response to the issue will be logged back on SharePoint.

FOR JOINT ACCOUNT HOLDERS:

Account/Transaction Issues CALL Help Desk - 855-402-3803	User Experience/Capability Issues REPORT TO BETHPAGE FAMILY MEMBER
<ul style="list-style-type: none"> • Deposits aren't showing 	<ul style="list-style-type: none"> • Feature isn't working
<ul style="list-style-type: none"> • Transaction history or description incorrect 	<ul style="list-style-type: none"> • Unexpected error
<ul style="list-style-type: none"> • Payment (P2P/Bill pay) did not process correctly 	<ul style="list-style-type: none"> • Incorrect information or confusing directions
<ul style="list-style-type: none"> • Unable to make a transfer or the correct account isn't showing in the drop down menu 	<ul style="list-style-type: none"> • Differences between desktop and mobile
<ul style="list-style-type: none"> • Any issue that impacts your balance or transaction from processing 	<ul style="list-style-type: none"> • Display, content or design issues
<p>NEXT STEPS:</p> <ul style="list-style-type: none"> • The Help Desk will log your call/issue and route it to the triage team. • The triage teammate may contact you if more info is needed. 	<p>NEXT STEPS:</p> <ul style="list-style-type: none"> • The triage team will review the issue and open a defect if required.