

Online Banking – Setup Internal Accounts



1. You will go to our web site at <https://www.franklinsynergybank.com> and login to Online Banking.
2. Hover over “**Transfers**” in the navigation menu and click on “**Manage Transfer Accounts**”.
3. Click on the “**Add an internal transfer account**” link beside the “**Internal Transfer Accounts**” section.

Manage Transfer Accounts

Only the accounts that can be managed (added/deleted/modified or approved) by the user will be listed on this page.

Internal Transfer Accounts: These accounts reside at your Financial Institutions, but are owned by other online banking users.

External Transfer Accounts reside at other Financial Institutions and can be owned by you or others.

Internal Transfer Accounts

[Add an internal transfer account](#)

You currently have no internal transfer accounts.

External Transfer Accounts

[Add an external transfer account](#)

Account Name	Number	Status
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4. Enter all the requested information and click the “**Continue**” button. The “Account Name” field is just for your purposes to identify the account.

Add an Internal Transfer Account

Complete the information below to add an account from another OLB customer or portfolio at this financial institution to your transfer accounts.

Account type:

Account number:

When obtaining the account number information from a check or deposit slip, include any zeros that appear at the beginning of the account number.

Account holder: Last name:
 Company name:
Company tax ID (optional):

Account name:

This personalized account name is displayed online.

Accounts added through this process are considered internal OLB accounts, though they are typically accounts owned by other OLB users.

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5. You will get a confirmation screen and you will be able to click **“Submit”** to agree to verify this internal account.

Add an Internal Transfer Account

New internal transfer account information has not been submitted. Verify your account information and click "Submit". To make a change before submitting new internal transfer account information, click "Change".

Account type:	Checking
Account number:	5000385
Account name:	Jason's Account
Account holder last name:	Ezell
Company name:	

By confirming the addition of this internal account, you are adding this account to your list of **Transfer to:** accounts. This account will only appear in this list - you will not be able to transfer funds from this account.

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6. You will then be taken to the **“Manage Transfer Accounts”** screen with this message:
“Message: Internal transfer account was added.”
7. Now, you will be able to also see the External Account(s) in the **“Transfer From”** field when going into **“Transfer Payments”**.

Other Notes

- If you have any difficulty with this process or have any questions, please call us at (615) 236-2963.