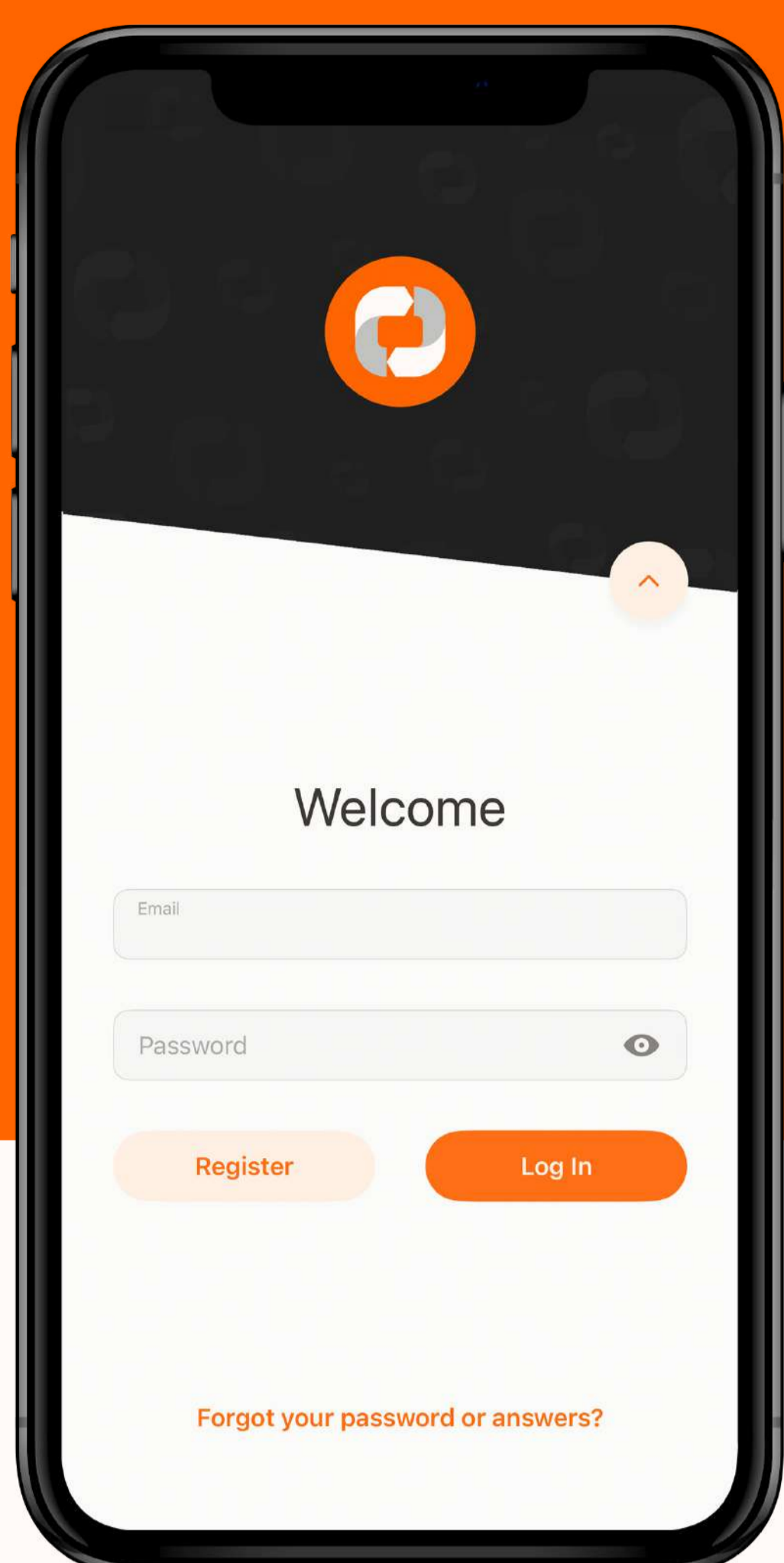


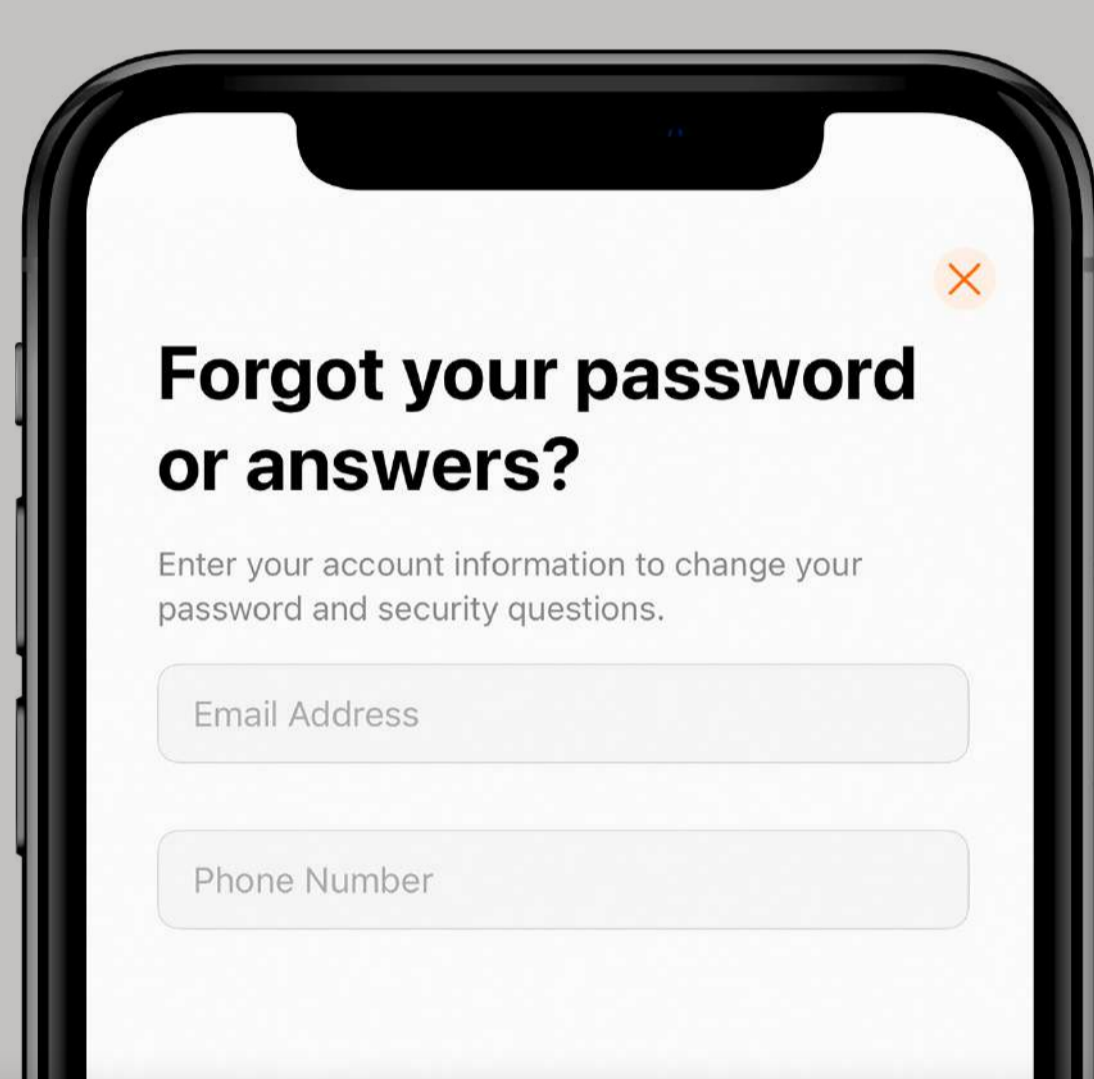
How to recover access to your ATH Business account

To recover access to your ATH Business account, you'll need to verify your identity by completing a two-step verification process. This ensures that you can securely reset your password or security questions.



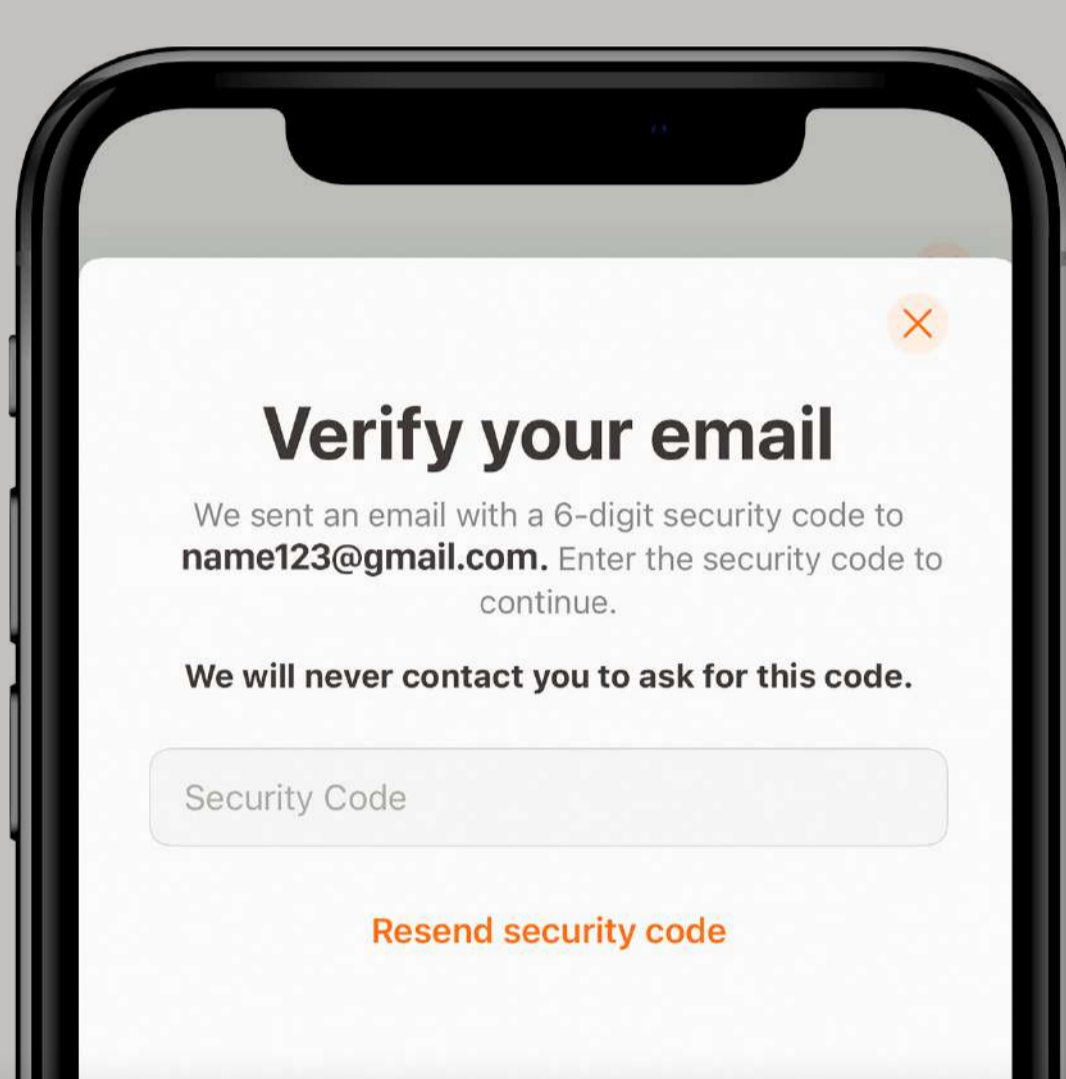
1 Tap the "Forgot your password or answers?" button

On the app's login screen, select this option to start the account recovery process.



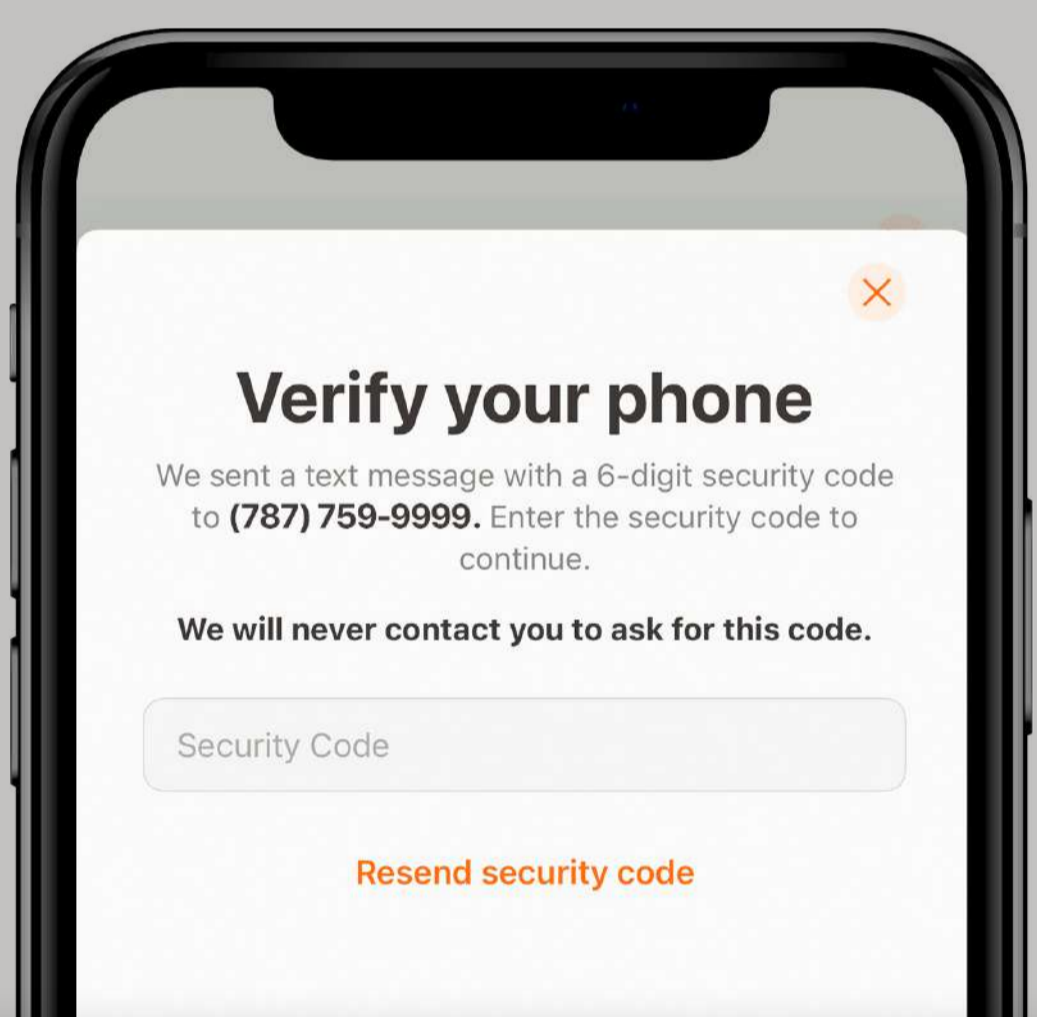
2 Enter your information

Provide your email address and phone number registered to your account.



3 Verify your email

You'll receive a 6-digit security code via email. Enter that code in the app to continue.



4 Verify your phone number

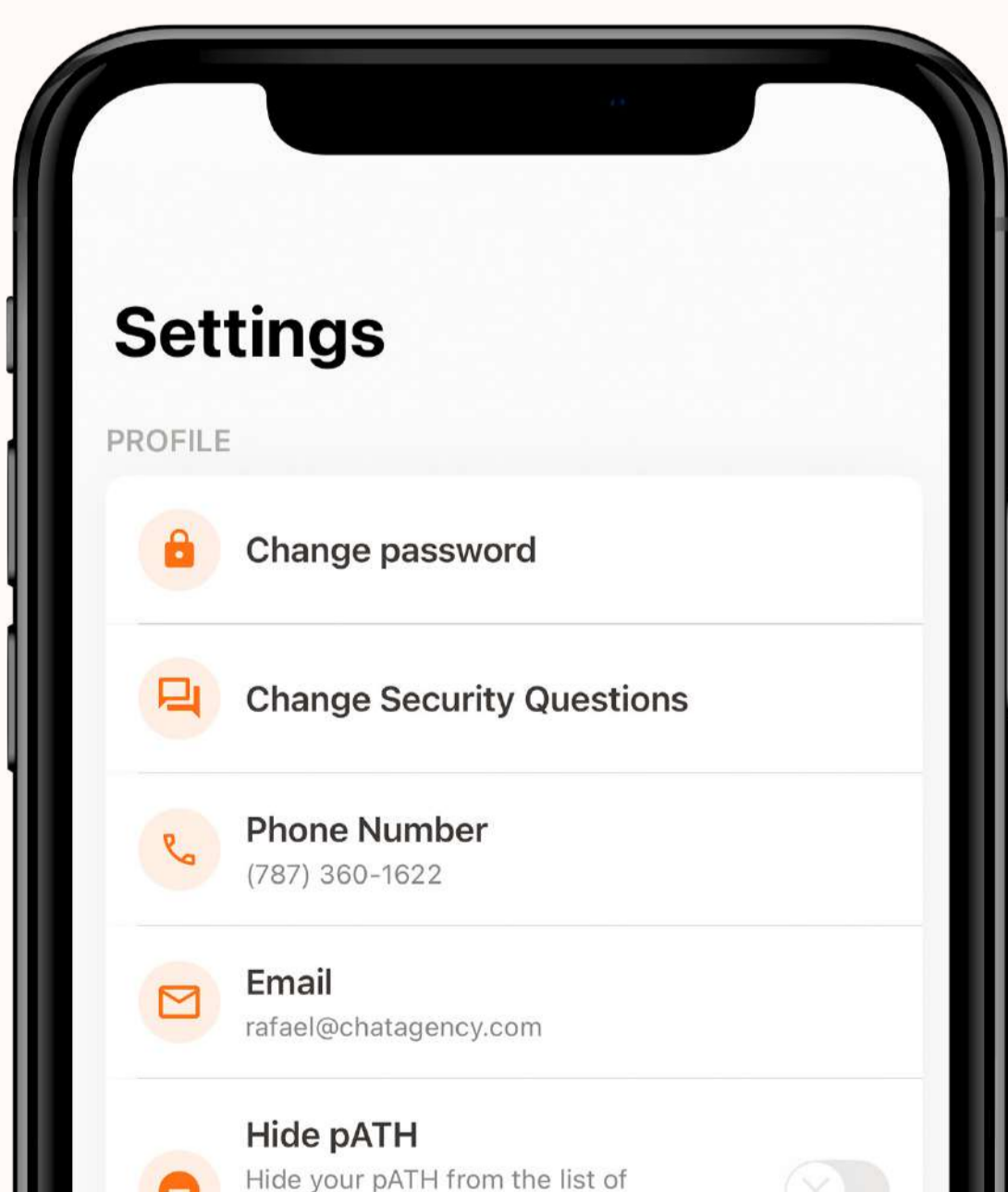
You'll also receive a second 6-digit security code via text message (SMS) to your registered phone number. Enter that code to proceed.

Important: ATH Business will never contact you to ask for these codes.



5 If you don't have a phone number registered

When you sign in, the app will prompt you to add one to complete your security setup.



6 Update your information anytime

You can go to the Settings section within the app to add or update your phone number and email at any time.

Need additional help?

If you experience any issues adding your phone number or completing the process, please email ATHBusinessSupport@evertecinc.com for assistance.