

Dear Tamalpais Bank On-Line Banking Client:

Over the past several months, we have received numerous complaints regarding difficulties signing-on to our On-Line Banking website. This is where you would enter your "Sign-On ID" and "Password", hit the "Sign-On" button, and the page would quickly refresh/flash and the "Sign-On ID" and "Password" boxes would be blank as if you had never entered anything. Sometimes, this would happen several times before you would be able to access your account information. Please complete the following steps for Internet Explorer browser to fix this problem:

#### 1. Delete Temporary Internet Files

1. Start Internet Explorer.
2. On the Tools menu, click Internet Options, and then click the General tab.
3. Under Temporary Internet files, click Delete Cookies.
4. Click OK when you are prompted to confirm the deletion.
5. Click Delete Files.
6. Click OK when you are prompted to confirm the deletion.
7. Under History, click Clear History.
8. Click Yes when you are prompted to delete your history of visited Web sites.
9. Click OK.

#### 2. Check Scripting

1. Start Internet Explorer.
2. On the Tools menu, click Internet Options, and then
3. Click on Security Tab
4. Click on Custom Level
5. Scroll down until you see Scripting, make sure scripting is enable.

#### 3. Check the Privacy

1. Start Internet Explorer.
2. On the Tools menu, click Internet Options, and then
3. Click on Privacy Tab
4. Click on Advanced
5. Place a check in the box next to 'Override automatic cookie handling' and place a check in the box next to 'Always allow session cookies' (Only works on Internet Explorer Version 6.0)

4. Clear the Secure Sockets Layer (SSL) slate and AutoComplete history.

1. Click the Content tab.
2. Under Certificates, click Clear SSL Slate.
3. Click OK when you receive the message that the SSL cache was successfully cleared.
4. Under Personal information, click AutoComplete.
5. Under Clear AutoComplete history, click Clear Forms. Click OK when you are prompted to confirm the operation.
6. Click Clear Passwords. Click OK when you are prompted to clear all previously saved passwords, and then click OK two more times.

5. Check Third-Party Firewall or Antivirus Programs (optional)

Make sure that third-party firewall or antivirus programs that are installed on your computer are configured correctly and are not preventing you from connecting to secure Web sites.

For more information, see the product documentation or contact the program vendor.

Please call us at 415-526-6470 if you have any questions or need help following these steps.