



FREQUENTLY ASKED QUESTIONS (FAQs)

eSERVICES:

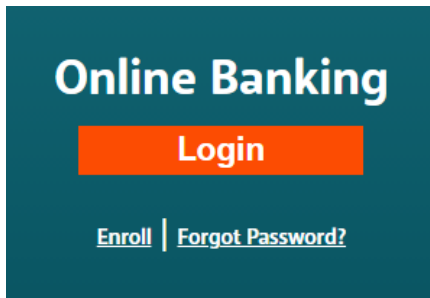
What eServices do you offer?

We offer the following eServices to our members:

- Online Banking
- Mobile App
- Online Bill Payer (Bill Payer FAQs are listed separately.)
- Remote Deposit Capture
- eStatements
- Mobile Alerts

How do I enroll in Online Banking?

From any page within our website, select the Enroll link found underneath the Online Banking Login button. Follow the prompts and complete each field indicated. When enrollment is complete, you'll receive a confirmation message and email with an activation link. Click the activation link to begin using Online Banking. Please note that the link is only active for 30 minutes.



Do you have a Mobile App?

Yes. We have a free Mobile App that may be downloaded from your device app store (ie: iTunes, Google Play).

Can I deposit a check with my phone?

Yes. Remote Deposit Capture is a feature within our Mobile App. It allows you to take a picture of a check and deposit into your account.

How do I enroll in eStatements?

Login to either Online Banking or our Mobile App, and select eStatements from under the Transactions menu. Then, choose the Enroll eStatements link next to the account number for which you'd like to enroll. A confirmation message will appear; select the OK button to complete enrollment.

How do I setup Mobile Alerts?

Login to either Online Banking or our Mobile App, and select Mobile Alert from under the Self Service menu. Then, use the Add Alert button to choose the Alert Type, Account, and Amount. Select the OK button to complete setup.