



## Mobile Banking Frequently Asked Questions

### ***What is Elmira Savings Bank FSB Mobile Banking?***

Mobile banking gives you access to your accounts from your mobile web browser or a downloadable mobile banking application, depending on your preference and your phone capabilities. Both options allow you to: view account balances, search recent account activity, transfer funds, and find nearest ATM or branch locations.

### ***How do I sign up for Mobile Banking?***

Sign in to Online Banking on your computer and click the "Mobile Banking" option under the "Administration" tab. Enroll your mobile phone for the service by following the activation instructions on the computer screen.

### ***I'm not enrolled for online banking. Can I still use this?***

You must first enable your bank account(s) for online banking before using mobile.

### ***Which wireless carriers are supported?***

We support all the popular US wireless phone carriers, including AT&T, Sprint, T-Mobile, and Verizon. If your carrier is not listed when you enroll, select 'Other' and try the Mobile Web option, or check back later, as new carriers will be added over time.

### ***Do I need a text message or data plan?***

Yes, a text messaging and/or data plan is typically needed, as data usage can become expensive without them. Please check with your wireless carrier for more information.

### ***Is it secure?***

Yes, the mobile banking service utilizes best practices from online banking, such as HTTPS, 128-bit SSL encryption, PIN, or password access and application time-out when your phone is not in use. Only the phones that you personally enroll in the service can access your accounts. In addition, no account data is ever stored on your phone. And in the event your phone is lost or stolen, the service can be immediately disabled by either going online to the Mobile Banking enrollment website or calling us.

### ***Will I receive unsolicited text messages?***

No. You will only receive messages when you specifically request them with one of the Text Banking commands or if you subscribe to Mobile Alerts.

### ***What is Activation?***

Activation is a one-time process that helps ensure your security. After you enroll a phone, you will receive an activation code which will be required to begin using Text or Mobile Banking on your device. We recommend you print your activation code and installation instructions for easy reference during installation.

### ***How do I access Mobile Banking on my phone's browser?***

After successful activation, your phone will receive a text message with your Mobile Banking URL. You can visit the site at any time at <http://m.mnbbank.com>

### ***I activated Mobile Banking on my phone's browser. Why am I being asked to activate again?***

At the time of activation, a "cookie" is stored on your phone's browser which allows the Mobile Banking system to remember that you activated. Some phones may require you to enable cookies or periodically erase them, requiring re-activation. If you are experiencing this issue, check your phone settings to ensure that cookies are enabled. If enabled and the issue persists, consider using an alternative mobile web browser with strong cookie support, such as Opera Mini (which can be found by visiting [mini.opera.com](http://mini.opera.com) on your phone's browser).

### ***How do I navigate Mobile Banking links with my phone's browser?***

There are two easy ways to navigate links. You can either click on the link or enter the associated "accelerator key" number. Just type the number to quickly navigate to the link's destination. Accelerator key numbers appear next to many, but not all of the content links.

### ***Is Elmira Savings Bank FSB Mobile Banking supported on my phone?***

Mobile Banking is supported on most phones that have a mobile web browser that supports cookies. In addition, the downloadable application (available from the Mobile Banking site on your phone -- <http://m.elmirasavingsbank.com>) is supported by the following cellular carriers: AT&T, SPRINT, VERIZON, ALLTEL and T-MOBILE.



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### *How do I install the downloadable application?*

1. Your phone will receive a text message from 79022. Select to view (or open) the message (you can also view it later by going to your phone's text message inbox).
2. Select the URL link -- <http://m.elmirasavingsbank.com> -- in the text message. This is typically done by selecting a command on your phone's menu, such as "Connect" or "Go To."
3. You will then be brought to a page with a Download link. Click this link to download the application.
4. When finished, you will be notified that the download completed.
5. After launching the application for the first time, you may be asked to give permission to access the data network. You will need to grant permission in order to proceed.

The downloadable application is supported on a wide range of devices across a variety of networks. If you are experiencing difficulties, please go to the Mobile Banking Center, within Online Banking, and click the "Downloadable App URL" link for a complete list of compatible devices.

### *What is Elmira Savings Bank FSB Text Banking?*

Text banking gives you access to your accounts via text (SMS) messages on your phone. It's a fast, easy way to look up account balances or recent account history by sending a text command to a shortcode.

### *Can I use both Text Banking and Mobile Banking on my phone?*

Yes, you can use both options from the same phone. To do so you will need to activate each option on your phone prior to use.

### *Is Text Banking supported on my phone?*

Text Banking will work on any text message (SMS) capable phone from one of our supported carriers.

### *What are the Text Banking commands?*

Function	Command	Description
Balance	B	Summary of available balances for all accounts.
History	H	Summary of recent transactions per account.
Transfer	T	Perform transfers between eligible accounts.
Command	C	List of available Text Banking commands.
Help	HE	Help content for Text Banking.
Login	L	Receive a URL for the Elmira Savings Bank Mobile Browser website.
Recover	R	Receive a URL and new activation code for the Elmira Savings Bank Mobile Browser website
Stop	S	De-activate all Elmira Savings Bank text services.

### *I enrolled my phone number but did not receive a text message. What should I do?*

Typically you should receive a text message within a few minutes after enrolling, however sometimes mobile carriers experience delays which slow down text message delivery. While waiting, make sure your phone has wireless signal. In addition, be sure you entered the correct phone number on the enrollment site. If you still do not receive it, contact your wireless carrier to be sure text messaging is enabled on your phone.

### *I received an activation code but never used it. What do I do now?*

Activation codes expire after a specific period of time (usually 24 hours). If you need a new one, return to the Mobile Banking enrollment site (called the Mobile Banking Center) and request a new activation code.

### *What happens if I get a new phone or change phone numbers?*

If you get a new phone or change phone numbers, be sure to return to Mobile Banking website via your PC and update your phone profile in the Mobile Banking Center. We recommend removing your old phone and re-enrolling your new phone.

### *Can I use Mobile Banking or Text Banking on more than one phone?*

Yes. Visit the Mobile Banking Center and simply enroll (and then activate) another phone number.

### *What if my device is lost or stolen?*

If you are concerned about misuse of your phone, contact your mobile service provider immediately to stop all wireless service. Additionally, sign on to online banking and disable or remove your phone.

### *How much does this service cost?*

There is currently no charge associated with the service. However, there may be charges associated with text messaging and data usage on your phone. Check with your wireless phone carrier for more information.