

## ***Personal Online Banking Frequently Asked Questions***

### **What is FNB Bank's Online Banking?**

With FNB Bank's Online Banking through your personal computer, you can conduct many of the transactions you typically do at a branch office or ATM. Online Banking is available 24 hours a day, seven days a week, except during maintenance periods or circumstances beyond our reasonable control. When using Online Banking to view all accounts, you can check your balance, see what checks have been paid, transfer funds between accounts, and perform numerous other banking transactions – all from your home, office, or anywhere you have access to the internet.

### **What accounts can I access through Online Banking?**

FNB Bank's Online Banking gives you summary and detailed information on all of your accounts of which you are an account owner:

- Checking
- Savings
- Time deposits (CDs)
- IRAs
- Loans

### **How secure is FNB Bank's Online Banking?**

Our Online Banking asks for your Access ID code and Password every time you begin a session. FNB Bank's Online Banking products uses powerful encryption technology available through Secure Sockets Layer (SSL) as enabled through the web server. This advanced technology prevents anyone without your Access ID code and Password to monitor your account. We also utilize Premier MFA Device Print as another layer of security for your online safety.

### **How do I know if my FNB Bank's Online Banking session is encrypted?**

The Bank utilizes a secure server that supports 128-bit encryption to ensure that your personal information is safely transmitted over the internet. We utilize Firewalls to prevent unauthorized access of sensitive information. There is also an automatic lock out feature that will automatically lock out an attempt to access account information after three (3) failed logon attempts. In addition, the system will automatically timeout if your session activity remains idle for a period of ten (10) minutes.

## **How do I know if my browser is secure enough to use the FNB Bank Online Banking system?**

Our Online Banking products require that your Internet browser be SSL compliant. We strongly recommend that you download the latest versions of your preferred browser software with 128-bit encryption support. It is your responsibility to protect the security of your own computer system and to protect your computer against viruses, worms, trojan horses, spyware, and other items of a destructive nature.

## **What do I need to get started with FNB Bank's Online Banking?**

You will need an FNB Bank checking or savings account, a personal computer or mobile device, and Internet access.

## **How much does FNB Bank Online Banking products cost?**

You can take advantage of the following FREE services:

- Check your account balances
- View your current and previous statement
- Find all or particular recent transactions
- Export account information to personal financial software
- Transfer money between checking and savings
- Make payments to your consumer loans
- Advance funds from your Home Equity Line of Credit

If you would like the added convenience of paying bills through our electronic bill pay service (CheckFree), FNB Bank offers this service at no charge.

Advance notice will be given before any pricing changes.

## **Can I begin using Online Banking immediately after enrolling?**

Yes, you can.

## **What are my Access ID and Password?**

For access to FNB Bank's Online Banking system, you will click on the enroll button on our Web page. During the enrollment process you will create your Access ID and Password.

The Access ID must be a minimum of 6 and no more than 17 characters. It can be anything of your choice. The Password must be a minimum of 12 characters and no more than 17 characters in length. It can be a combination of letters (upper case and lower case), numbers and special characters/symbols. It must contain at least one number, one upper case letter, one lower case letter, and one special character.

*\*\*\*\* If you type your Password or your Access ID incorrectly three times at the Customer Logon screen, you will be locked out of FNB Bank's Online Banking. In this case, you will need to click on the "forgotten password" button or contact your local branch office to have your account reset.*

### **How soon is my information available online?**

One of the key advantages on Online Banking is you now have access to real time account information. This means all of your information, including balances, is available as soon as it is processed by the bank.

### **How do I change my Password?**

Changing your password can be done online by the following steps:

- Select the Edit Password button from the Profile button at the top of the screen
- Type your current password in the first box
- Type your new password in the second box
- Retype your new password in the verify password box.
- Click the save button

### **What do I do if I forget my Password?**

Click on the "forgotten password" button on the login page and wait for an e-mail with a temporary password to be sent to you. The temporary password is valid for 30 minutes. Or you can call your local branch office and our customer service representative will assist you in resetting your password. Our customer service representative cannot view your previous password. After speaking with our customer service representative, the next time you log onto our Online Banking site you will be required to change your temporary password to a new password.

### **Do I need to log off after each session?**

We recommend you log off each time you complete a session. The LOG OUT tab securely ends your Online Banking session.

### **How do I view my account balances?**

Your account balances can be viewed by using the "Accounts" option.

- Click on the Accounts button from the menu bar. All accounts associated with your Access ID and Password will be categorized in the account list.
- The Account information page will display the Account Type, last four digits of the Account Number, and the Available Balance.
- Click on the account number to view account detail. The Account Balance Inquiry displays up-to-date information including: Current Balance, Activity Information and Interest Information.

### **How do I view account transactions?**

Click on the Account you want to view. The transactions are displayed on the details page.

### **How can I search by a specific amount, date, or check number?**

- Click on the “Accounts” button from the main menu bar.
- Select which account to search from the list.
- Enter the amount, date, or check number to be found.
- Click Search
- If found, the date, check number, description, and amount will be displayed for each occurrence.
- If not found, a screen will inform you that no transactions match your request.
- Click Clear Search to go to the Account Information page. Otherwise, select a new activity from the menu bar.

### **How do I transfer funds between accounts?**

Funds can be transferred between accounts within our financial institution as follows (*Note: Funds transferred after normal business hours may be posted the next business day*). Click the Transfer button and follow the onscreen prompts.

### **How do I view Check Images?**

Check Images can be viewed on all transactions except current day. On the Account Information details page described above, click on the check number to view the check image. This will display the front and the back of the check.

You can also do an Image Search by following the steps described in “How can I search by a specific amount, date, or check number?” above.

### **How do I view Documents?**

Statements pertaining to specific accounts can be viewed by clicking the Documents button. A list of available statements related to the account will be listed. Simply click on the document to be viewed.

### **How do I Export Transaction information?**

Export transaction information for use with a personal finance application, such as Intuit’s Quicken or Quickbooks, Microsoft Money or Windows Clipboard.

To Export transactions into a personal finance application:

- Select “Account”
- Then click the Download button

- Select the requested Date Range
- Select the appropriate file type from the following list:  
Comma Separated File (.CSV)  
Microsoft Money (.OFX) – Microsoft Money  
Quickbooks 2005 and later (.QBO)  
Quicken 2005 and later (.QFX)

Then click the Download Transactions button to complete the process.

We also offer the Web Connect and Web Express feature for a more automated download from your Intuit Quicken or Intuit Mint. Follow the setup instructions provided by Intuit.

The Institution name for the Intuit products is:

FNB Bank Fontanelle IA

### **What if I make a mistake?**

It's difficult to make a mistake. A confirmation screen appears after each transaction allowing you to double check your information and make any corrections.

If a mistake is made, don't worry. Like any other banking transaction, just call the bank to correct.

### **Can I transfer funds to other banks?**

This feature is not available through Online Banking, however, if you choose to use the bill pay service (CheckFree), you would be able to make a transfer.

### **Can I make stop payments online?**

You cannot make stop payments online. Please contact your local branch office to make a stop payment on your account.

### **Can I open or close an account online?**

You cannot open or close an account online. Please contact the branch office nearest to you for this service.

### **Can I order checks online?**

At this time, you are not able to order checks online. Please contact your local branch office and we will place the order.

### **How can I contact you?**

Contact us regarding your Online Banking service by:

- Send us an Email (*At this time, e-mail is not a secure method of communication and confidential information should not be sent by this means.*)
- Call us Monday through Friday from 7:30 am to 4:00 p.m. at 1-888-743-2163 or your local branch office.