

FSB Mobile

Frequently Asked Questions

Q. What are the restrictions on the type of mobile devices that can be used to access accounts?

A. FSB Mobile works with any web-enabled phone that allows SSL traffic. Contact your service provider to determine if your device allows SSL traffic.

Q. What functions can I perform from my mobile device?

A. With FSB Mobile, you can:

- View 15 Days of Transaction History
- Transfer Funds between FSB accounts
- View Account Balances
- Pay Bills to existing Payees
- View Alerts

Q. How do I know if my transfer or bill payment was entered successfully?

A. Each time you make a transfer or bill payment, a confirmation Text Message will be sent to your mobile device. If you do not receive a confirmation text message, double check to make sure the transaction went through.

Q. What if I no longer want to be a mobile user?

A. Log in to FSB's Nettleter Online Banking and select the Options tab>Mobile Settings>deselect Activate Mobile Banking Access> Click Agree.

Q. What happens if I lose my mobile device?

A. Since your account data is not stored on your mobile device, your information cannot be stolen. When you replace your device, simply edit your Mobile Settings and make any changes to the Wireless Provider and/or Phone Number.

Q. Why can't I add a new Payee?

A. Functionality is limited to sending payment to already established payees. To add a new payee, log in to FSB's Nettleter Online Banking, select Bill Payment, and add a new payee. You can then submit payments to that payee via the mobile device.

Q. What happens if I lose communication/signal during a transaction?

A. When you complete a transaction from your mobile device (bill payment, funds transfer, etc.) you will receive a Text Message as confirmation that the transaction was successful. If you do not receive this message due to a dropped call or lost signal, check your accounts and re-submit any transactions that did not process.

Q. How can I search for a transaction?

A. You will only be able to view 15 days worth of transaction history on your mobile device. There is not a search feature.

Q. How is FSB Mobile secure?

A. No detailed information is sent through FSB Mobile Banking. You choose to set nicknames for accounts instead of account numbers. No account data is stored on the mobile device, so when you log out of mobile banking, the session ends.

Q. What do I need to do if I get a new phone?

A. If you simply get a new phone, but are using the same phone number and provider, no changes on your part are necessary. If you switch providers and/or numbers, log in to FSB's Netteller Online Banking and update your information on the Options tab>Mobile Settings page. You will not receive Text Messages regarding Mobile Banking transactions if your phone number is not correct.

Q. How much does FSB Mobile Banking cost?

A. There are no fees to use or access FSB Mobile Banking. Please check with your wireless provider about carrier and web access charges.

Q. Can I use any mobile device to access my accounts?

A. Yes. You can access your accounts via any mobile device that is web-enabled and allows secure SSL traffic. The only difference is that Text messages will be sent to the device entered when enrolling for mobile banking, not any device from which you perform a transaction.

Q. How do I delete a Bill Payment that I set up through my mobile device?

A. You must log in to FSB's Netteller Online Banking and delete the payment from the main menu of the Bill Pay module.

Q. When I try to enter an amount for a bill payment or transfer, I can't enter any numbers, only letters. Why?

A. Check your phone's settings to make sure you don't have Alpha-only enabled on the keypad.

Q. What if I can't get my mobile device to work with Internet Banking?

A. There are a number of reasons that you may experience trouble accessing the mobile version of Internet banking on your phone. To use the mobile version, your phone will need to meet the following minimum requirements:

1. You must first enroll through FSB's Netteller Online Banking
2. Your mobile device must be web enabled.
3. Your mobile network must allow secure SSL traffic. (You may need to contact your mobile provider to determine this.)

Q. Are text commands case-sensitive?

A. No, commands can be sent in lowercase (**bal**) or all capital letters (**BAL**).