



---

## Mobile Banking FAQ

I'm sure you have some questions about Mobile Banking before you make the switch. Let's see if I can answer them.

### 1. What is Mobile Banking?

- a. Mobile Banking allows you to view account information, transfer funds, pay bills and locate branches and ATMs from the palm of your hand.

### 2. What exactly can I do through Mobile banking?

- a. With Mobile Banking you can view account balances, recent activity and history. You can also pay bills and transfer money at any time!

### 3. What is required to enroll in Mobile Banking?

- a. All that is required is a FNB of Jeanerette Online Banking User ID and Password and an active account. That's it!

### 4. Is Mobile Banking safe and secure?

- a. Yes, Mobile Banking is safe and secure. No identifying account information is stored on your mobile device through FNB of Jeanerette's Mobile App. We protect your personal and financial information by utilizing multiple layers of security controls.

### 5. Does Mobile Banking cost anything? \*

- a. Of course not! FNB of Jeanerette Mobile Banking is a complimentary service that we provide to you, our customers. Message and/or Data usage charges may apply. Contact your wireless carrier for details. *\*\$3.00 Paper Statement Fee will be assessed monthly if you do not elect to receive E-Statements*

### 6. What type of device is required for Mobile Banking?

- a. FNB of Jeanerette Mobile Banking App is available only for iPhone, iPad and Android phone and tablets.

### 7. How do I download the mobile app to my iPhone, iPad or Android device?

- a. Search for "FNB of Jeanerette" in iTunes or Google Play stores.

### 8. Can I pay bills through the Mobile App?

- a. Yes, bill payment is available through our Mobile App and is easier than ever to schedule or make a payment.



**9. Can I create payees through the Mobile App?**

- a. Yes, you can add new payees directly through the app.

**10. What accounts will I be able to access through the Mobile App?**

- a. You can access your checking, savings, loan, money market, CD (certificate of deposit) and Christmas club accounts all through the Mobile App.

**11. What if my device is lost or stolen?**

- a. Because we require a User ID and Password, and no account information is stored on your mobile device while using our Mobile App, your information is safe and secure. In the event of the loss or theft of your device, we strongly recommend changing your Online Banking password as a precaution.

**12. Who can I contact for assistance?**

- a. If you need any assistance or just have a question about Mobile Banking, please give us a call at 337-276-3692.

*\*\$3.00 Paper Statement Fee will be assessed monthly if you do not elect to receive E-Statements*