

## Frequently Asked Mobile Banking Questions

### Q. What is Mobile Banking?

A. Mobile Banking allows Personal and Business customers to view account balances, transfer money, and pay bills from certain supported cell phones. Currently, the only charges that apply to Mobile Banking are data charges incurred from the wireless carrier.

### Q. How do I enroll for Mobile Banking?

- Log in to GreenNet>Click **Options>Mobile Settings** and check the box to enroll as a Mobile User.
- Select the accounts you want to access from your mobile device.
- Enter your mobile phone number (required) and select your wireless provider from the drop-down menu (required).
- Review the Mobile Banking Agreement and click **I Agree**.

An SMS Text Message with enrollment confirmation and GreenBank's Mobile Website (<https://www.airteller.com/FI7152>) will be sent to your mobile device following completion of the Mobile Settings. You may then begin using your mobile device to access your accounts.

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

A. The JHA mobile solution is phone device agnostic. It works with any web-enabled mobile phone device whose network allows secure SSL traffic.

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

A. Provided that GreenBank has given you access, you can:

- View Transaction History
- View Account Balances
- Transfer Funds between accounts
- 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 SMS 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 GreenNet>Select **Options >Mobile Settings>Deselect Activate Mobile Banking Access>Click Submit.**

**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 payments to already established payees. To add a new payee, log in to GreenNet, select Bill Payment, and add a new payee. You can then submit payments to that payee via your 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 SMS 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. 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 phone numbers, log in to GreenNet and update your information on the **Options>Mobile Settings** page. You will not receive SMS Text Messages regarding Mobile Banking transactions if your phone number is not correct.

**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. 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 SMS Text Messages will be sent to the device entered when enrolling for mobile banking, not any device from which you perform a transaction.

**Q. Can I add a new Bill Payment Payee via mobile banking?**

A. No. You can only add payments to payees already established through GreenNet.

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

A. You must log in to GreenNet and delete the payment from the main menu of the Bill Pay module.

**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 GreenNet before you can gain access.
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.)

If your phone meets these requirements and you continue experiencing problems, the mobile version may not be compatible with your phone's browser. An interim solution would be to try downloading another browser such as Opera Mini ([www.operamini.com](http://www.operamini.com)), which provides good support to a number of mobile applications.