

The Farmers National Bank of Emlenton

Frequently Asked Questions

MOBILE BANKING

Q: What is Mobile Banking? How is it different from Online Banking?

A: The Farmers National Bank of Emlenton ("FNBE") mobile banking app is a condensed version of our current Online Banking service. Mobile Banking is a personal financial account management service that allows you to view your Farmers account balances and recent account activity, and conduct transactions using compatible and supported mobile phones and/or other wireless devices (collectively called, "Mobile Devices").

Q: Do I need a FNBE Online Banking account to use Mobile Banking?

A: Yes, Mobile Banking uses the same settings as Online Banking so you will need to register your account(s) in Online Banking first and set up your Bill Pay settings. Visit www.farmersnb.bank and select the Personal Banking login located at the top right-hand corner of the homepage then click Enroll Now located at the bottom of the page.

Q: What can I do on Farmers Mobile Banking Service?

A: You can access a variety of services and perform activities, such as:

- View account balances
- Review transaction history
- Make transfers to other FNBE accounts
- Pay Bills
- Zelle®
- Mobile Deposit
- Access CardSecure
- Find Offices and ATM locations near you

Q: Is there a cost for Mobile Banking?

A: No, FNBE Mobile Banking service is FREE. Standard text messaging & data rates apply from your communication service provider. Customers should consult their service provider contract.

Q: Is it secure to use?

A: Yes, FNBE's Mobile Banking App is secure. No account information is stored on your mobile device. All of the security features available in Online Banking are in place to safeguard your privacy and protect your account information. See our Online Banking Service Agreement for full terms and conditions.

Q: What should I do if I lose my phone?

A: If your phone is lost or stolen, call 877.862.9270 or contact your local office to deactivate your account.

Q: I'm having trouble with the registration process, what do I do?

A: If you are experiencing an error with logging in for the first time, your Online Banking ID or password may be invalid or expired. Please contact our support team by calling 877.862.9270.

Q: Can I access Bill Pay with Mobile Banking?

A: Yes, once you establish Bill Pay in Online Banking, you can access it through your app by selecting "Bill Pay" on the navigation bar.

Q: Can I conduct Financial Institution to Financial Institutions (FI to FI) Transfers in Mobile Banking?

A: No, these are considered riskier transactions and can only be conducted with additional validation within Online Banking. You can, however, transfer funds to other Farmers National Bank accounts through Mobile Banking.

Q: What if I need help using the Mobile Banking app?

A: For a video tutorial on how to use the app, please visit our [Video Tutorial](#), call our support team at 877.862.9270 or email us at info@farmersnb.com to get help with any eBanking service, including Mobile Banking.

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