

THE FIRST NATIONAL BANK IN AMBOY Q&A'S FOR MOBILE BANKING

What if I forgot my User ID or Password?

If you forget your User Id or Password please contact us at The First National Bank in Amboy. (815)857-3625 ex.5301 and we can help you over the phone.

What if I need to change my password?

You can log into your Online Banking to change your password or you can change your password through The First National Bank in Amboy Mobile App. under the change password field. If you need further assistance please call in at (815)857-3625 ex.5301.

Is my personal information safe with The First National Bank in Amboy's Mobile Banking?

Your personal information is safe with us.

- *We use advanced encryption and monitoring technology.*
- *We secure your accounts with your unique User ID and password.*
- *We never request personal information through email.*
- *And we never store your personal banking information on your phone.*

How do I get a new password?

You can use the Forgot your password link on the password page when you log into your Online banking account. If you have already exceeded your limit of tries please call us at (815)857-3625 ex.5301.

What's the phone number for assistance with my FNB Amboy Online Banking and Mobile Apps?

Please call us at (815)857-3625 ex. 5301.

How do I get my account unlocked?

Please call us at (815)857-3625 ex.5301.

What happens if my phone or tablet is lost or stolen?

We can help. First follow all of the steps recommended by your service provider for a lost or stolen device.

Please visit our website www.fnbambo.com and login to your Online Banking to change your User Id and/or Password. You can always call in at (815)857-3625 ex. 5301 for phone assistance.

How do I know I'm downloading your real app?

It's important to download Mobile Apps from reputable sources only. Make sure The First National Bank in Amboy is listed as the app. publisher or seller in the app. store or download site.

Do I need to be enrolled in online banking first before I can use my app?

You must sign up for The First National Bank in Amboy's Online Banking before you can use the Mobile App. Please contact us if you need assistance.

Is your app free to download?

The First National Bank in Amboy App is FREE. The only fees that may apply are from your phone carrier.

Is there a fee to use your Mobile App?

There is NO fee to use The First National Bank in Amboy's Mobile App. Fees may be applied from your phone carrier.

If I have trouble logging in to my mobile app where do I call?

Please call into the EDP Dept. for further assistance (815)857-3625 ex.5301.

Am I able to securely access Online Banking services outside the United States?

You can securely access our Online Banking anywhere you are able to login to your phone or our web-based browser. Fees may apply from your phone carrier so check with them when traveling outside the United States.

What can I do with The First National Bank in Amboy Mobile App?

The First National Bank in Amboy Mobile App allows you to be able to view your accounts and transfer funds between accounts held with us. If you are signed up for our Bill pay service you can utilize that service too with limited function.

Can I use the Forgot Password function on the App?

There is not a forgot your password function on the Mobile Banking Apps. You will need to log into a computer and you can put in your User ID and answer your security question, then on the password page you can click on Forgot your password? Answer your 2 security questions then a temporary password will be emailed to you. If you do not receive a temporary password your email address may not be current with us. Please contact us at (815)857-3625 ex. 5301 for further assistance.

How is The First National Banking in Amboy Mobile App secure?

No information is stored on your phone. You are required to enter your User Id and Password every time you log in. After 10 minutes of inactivity, the App. will timeout, and you are required to log back into the system with your User Id and password.

Is my password case- sensitive?

Your password is case sensitive. Please be aware if you are using capital letters or lowercase.

What smart phones and devices are compatible with The First National Bank in Amboy Mobile Apps?

You are able to use iPhone Devices or Android Devices.

Is my User ID and password the same for both Mobile Banking App and web based online banking?

You will be able to log into The First National Bank in Amboy's web based or the Mobile Banking Apps. using the same User ID and password.

Can I setup online banking for the first time in the Mobile App?

No, you must fill out an application form or sign up for Online Banking using Auto Enrollment. The application form can be completed with a customer service rep. or you can print one off of our website. For Auto Enrollment please visit our website at www.fnbambooy.com and click on Login Now, choose Personal Enrollment form and read our terms and conditions to proceed to complete the Auto Enrollment form. Please complete the required fields and submit to us. Make sure we have your current contact information as we need to have phone verification to proceed. Once this is complete you will be able to log into Online Banking Mobile App or visit our web based Online Banking www.fnbambooy.com to log in.

What is your web site address for on-line banking and is it the same as your Mobile Banking App?

The First National Bank in Amboy's website is www.fnbambooy.com. The Mobile Banking Apps can be found using Apple App. Store or Google Play Store.

If I get locked out of my online banking on the weekend is there another place I can call to get my account information?

We have free phone banking you can call into; the phone number is (815)857-3625 press 1 for Voice Access and you can use that service to retrieve your account information, please follow the prompts if it is the first time using the service.

How do I log in to The First National Bank in Amboy website?

*The **First National Bank in Amboy's** website is www.fnbambooy.com.*