

Frequently Asked Questions About Mobile Apps

What is the FortuneBank's Mobile Banking App?

FortuneBank's Mobile Banking App is a service that enables you to access your account information and transfer funds from an iPhone or Android smart phone with Internet access from either a WIFI source or your phone's network.

How does the FortuneBank Mobile App work?

First you must download our Mobile App from the iPhone App Store or Android Market. You can do this either from your mobile phone or computer. If you access our App from your computer, the App will install on your mobile phone the next time the phone is plugged into your computer. Once you download the App, you will log in with the same user ID and password that you use for Online Banking. No separate or different registration is required. Once logged in, you can:

- Access Your Accounts – you can view account balances and account history.
- Make Transfers – you must have more than one account on online banking for this functionality to be available on mobile banking.
- Find an ATM/Branch – you can use the App to locate the ATM or branch nearest your location.

Is FortuneBank's Mobile App currently available to all users?

FortuneBank's Mobile App is currently available to all online banking users who own an iPhone or Android device with access to the phone's network or WIFI.

Will I be charged for FortuneBank's Mobile App?

The App is free to download for everyone and free to use for customers.

Is it safe to bank using the FortuneBank's Mobile App service?

Yes. To protect your privacy, you are required to authenticate yourself on each individual mobile device using the same information from Online Banking. All communication between your mobile device and the mobile banking server is encrypted. In addition, your password and account information are never stored on the mobile device.

How many transactions can I see on my phone at a time?

When you select an account name on the **Accounts** tab, the last 30 days of transactions will be displayed. Scroll down to see all of your transactions. Select the **View More Transactions** button to view additional transactions.

What different kinds of funds transfers are available?

To do a funds transfer, you must have more than one account in online banking. On the

Transfers tab, you can enter an immediate transfer between your accounts. However, you are not able to see scheduled transfers on your phone nor can you change or remove a scheduled transfer this way

How do I log out?

When you're ready to log out, select the **Log Out** button at the bottom left of the page and you will exit FortuneBank's Mobile App. This will return you to the Login screen.

Is a password needed for the Mobile App?

Yes. From your mobile device, you will need to log in to FortuneBank's Mobile App. This is the same as you would for Online Banking, using the same login information you do for online banking. No separate Mobile App sign-up is required.

I have disconnected my mobile phone. Will my service continue to work?

For the FortuneBank Mobile App to work, you must have a mobile device with access to your phone's network or WIFI.

My session timed out pretty quickly, can I change the timeout value?

Ten minutes is the only timeout option. For your security and protection, when there has been no account activity for ten minutes, the session times out and the FortuneBank Mobile App login page displays with a **Session Expired** message.