

PARK BANK VIRTUAL SERVICES 101

PARK BANK VIRTUAL SERVICES FREQUENTLY ASKED QUESTIONS



ONLINE ESTATEMENT ENROLLMENT FAQS

How do I enroll for eStatements?

If you have not already signed up for eStatements, when you sign in to OnLine Banking you will be asked to sign up for eStatements and eNotices. To do so, check the box next to the accounts you would like to receive eStatements for. Then, type your email address in the "Confirm Email Address" field.

Next, click on the "eStatement Disclosure" link to view our Terms and Conditions. The disclosure will open in a new browser tab. Note the Confirmation Code on the disclosure (which will be required to complete signing up for eStatements). Review the disclosure. When you close the tab, you will be returned to the enrollment page. Check the box next to confirm you have read this and enter the code from the eStatement Disclosure into the Confirmation Code field. Finally, click "Accept."

When I try to enroll my account for eStatements I am getting this error: "No email found for Primary Account Owner."

If you see this error, contact Park Bank At Your Service at (608) 278-2801 for assistance.

I noticed that one or more of my accounts is not listed. How can I add additional accounts?

Contact Park Bank At Your Service at (608) 278-2801 for assistance.

I can't open the Electronic Disclosure. Why?

In order to open the disclosure, you need to have either Adobe Reader or Adobe Acrobat installed on your computer. If you don't have either of these programs, go to www.adobe.com to install Adobe Reader and/or Acrobat for free. Once you have this program downloaded, you should be able to open the disclosure. If you still cannot open the disclosure after downloading one of these programs, contact Park Bank At Your Service at (608) 278-2801.

I originally declined enrolling in eStatements or selected "Ask Me Later," but would like to enroll now. How do I enroll?

From within your OnLine Banking, click on "Settings." Then scroll down on your screen and find "eStatement Enrollment" and click on "Edit."

How will I know when my eStatement is ready?

On the first of the month, you'll receive an email from Park Bank telling you that your eStatement is now available to view online. To view your eStatement, log in to OnLine Banking. Click on the eDocuments option in the secondary menu bar at the top of the page, and select the account(s) and date range. Then you can review, save and print your monthly statement.

Will I be able to view older eStatements?

Yes, you will have access to 16 months of eStatements in OnLine Banking.

MOBILE BANKING FAQS

While trying to sign up through OnLine Banking, I submitted my phone number, but I'm not receiving the texts.

Some cellular carriers set up phones that don't allow "short code" texts. The text you should receive to sign up for mobile banking is a short code text. Call your cellular carrier to determine if your phone can accept short code texts. If not, ask how to set up your phone to allow these texts.

I forgot to bookmark the mobile browser website. What do I do?

Sign in to OnLine Banking, go to Settings, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. In the drop down menu, select "Get a link to the Mobile Banking website" and hit "Go." On the next page click on "Get Link." You will receive a new link in a text message on your phone.

I downloaded the application onto my iPhone or Android device and my phone froze or I can't open the application.

Please delete the application from your iPhone or Android device. On an iPhone, find the application in your list of apps. Click and hold the app down. Click on the "x" that appears on the icon. A box will pop up. Click "Delete." On an Android device you will need to go in to your Applications and then Settings. Next go to Application Manager and click on the Park Bank app. An option to Uninstall will be available on the next screen. After deleting the application it is recommended to shut off your phone. Turn on your phone and re-download the application from iTunes or the Google Play store. If you continue to have trouble please contact Park Bank At Your Service at (608) 278-2801.

I have a BlackBerry® and want to sign up for the Mobile Banking application.

Due to the declining use of BlackBerrys, the Park Bank Mobile Banking app will no longer be available on BlackBerrys. BlackBerry users will, however, still be able to use the browser-based mobile banking product, which offers the same functionality as the app, simply with a few (mostly cosmetic) differences. Simply enroll for the browser-based mobile banking and be sure to bookmark the page.

I have a BlackBerry and when I clicked on my app that I had already downloaded prior to January 13th, it took me out to the browser version of Mobile Banking instead of the app.

Due to the declining use of BlackBerrys, the Park Bank Mobile Banking app will no longer be available on BlackBerrys. BlackBerry users will, however, still be able to use the browser-based mobile banking product, which offers the same functionality as the app, simply with a few (mostly cosmetic) differences. Be sure to bookmark the page.

Can I download the application directly from my phone?

Yes! You may download the Park Bank application by going to iTunes or the Google Play store on your iPhone or Android device. Note: Be sure that you located Park Bank of Madison, Wisconsin, app and that you have already signed up for online banking.

What phone number should I send text messages to?

To retrieve balance information and history on your accounts, as well as to find the nearest branch or ATM, send a text message back to 96924 (the number that sent you the texts to set up your Mobile Banking). Save this number (96924) as a contact in your phone.

The text banking isn't accepting my requests for balances/history/etc.

The commands for text banking are listed below. They are not case sensitive, but make sure your phone isn't autocorrecting your text (for example, some phones will correct "Hist" to "Host" which is not a valid command and the service will not recognize it).

- Bal
 - This will send you the balances of all your selected accounts.
- Hist (Account Nickname)
 - Type in Hist, then a space, and then your account nickname. This will send you the last four transactions on that account.
 - Make sure you are using the correct nickname that you set up. If you need to change your Mobile Banking nickname, follow the instructions referenced in the next question.
- ATM (Zip Code)
 - Type in ATM, then a space, then your current zip code. This will send you the locations of the nearest ATMs.
- Branch (Zip Code)
 - Type in Branch, then a space, and then your current zip code. This will send you the locations of the nearest branches.

I want to change the nicknames on my Mobile Banking accounts?

Sign in to OnLine Banking, go to Settings, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. Click on the "My Accounts" tab, make the changes to your Mobile Banking Nicknames, and click on "Update Accounts."

How can I change the services I signed up for?

Sign in to OnLine Banking account, go to Settings, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. In the drop down menu, select "Change my Mobile Banking Services" and hit "Go." You can now add or remove services.

I want to update the accounts viewed in Mobile Banking.

Sign in to OnLine Banking, go to Settings, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. Click on the "My Accounts" tab and make sure a checkmark appears next to each account you wish to view, then click on "Update Accounts."

My Mobile Banking has me in the wrong time zone.

Sign in to OnLine Banking, go to Settings, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. Click on the "My Profile" tab, adjust to the correct time zone and click "Update."

How do I change my phone number?

Sign in to OnLine Banking, go to Settings, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. In the drop down menu, select "Change my phone number" and hit "Go." Enter your new Mobile number in the space provided and then click "Continue." This will begin the enrollment process on your new device.

What should I do if I get a new phone and carrier, but keep my same phone number?

You will need to remove your phone number from mobile banking and re-enroll with your new phone, even though you kept the same number. Sign into your OnLine Banking account, go to Settings, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. In the drop down menu, select "Stop using this phone for Mobile Banking" and hit "Go." You will then need to re-enroll for each of the mobile banking products. To do this, you will again go into Options and find the Mobile Banking Profile.

Click on Manage Devices. Follow the prompts to sign up for the Mobile Banking services you would like to use.

I have a new phone with the same number and same carrier? Do I need to do anything?

Yes. The application and browser bookmark lived on your old phone, so you will need to add them to your new phone. Sign in to OnLine Banking, go to Settings, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. For the Mobile Browser banking, in the drop down menu, select "Get a link to the Mobile Banking website" and hit "Go." This will send you a new link to the Mobile Browser banking; create a bookmark on your phone for this website. For the Mobile Application, select "Download the application" and hit "Go." This will send you a new link to download the application. Follow the instructions on your phone.

I want to add a second phone to Mobile Banking. What do I do?

Sign in to OnLine Banking, go to Settings, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. Click on the Add New Phone button. Follow the prompts to enroll the phone.

How do I keep my battery from draining so quickly?

As with all applications, sometimes even if you close out of it, it remains active in the background. On an Android, find the Task Manager and fully exit out of any applications. On an iPhone, double click on the main button and swipe up with your finger to exit of any applications.

I'm trying to update the Mobile Banking app on my original iPhone(2G) but I can't seem to find it. Where should I look?

Unfortunately the original iPhone 2G and 3G models are no longer supported for future app updates. However, the mobile browser and text message channels will remain accessible to customers with these iPhone models.

What happens if I lose my phone? Will anyone have access to my account information?

When you exit the application or leave the mobile browser page, you will be automatically signed out of mobile banking and a password will be required to sign back in. In addition, you can disable your Mobile Banking by signing in to Park Bank's OnLine Banking. Once logged in, go to Settings, and find the Mobile Banking Profile. Click on Manage Devices. A new window will pop up. Next to the appropriate phone number, select "Stop using this phone for Mobile Banking." You can also call At Your Service at (608) 278-2801 to shut down the service on your phone for further security.

I want to delete the application from my Android.

On an Android device, you will need to go in to your Applications and then Settings. Next go to Application Manager and click on the Park Bank app. An option to Uninstall will be available on the next screen. Note: Deleting the Park Bank app from your application home screen does not completely remove the app from your Android device.

I want to delete the application from my iPhone.

On an iPhone, find the application in your list of apps. Click and hold it down. Click on the "x" that appears on the icon. A box will pop up. Click "Delete."

Android is a registered trademark of Google, Inc., iPhone is a trademark of Apple, Inc.

If you should have any further questions please call Park Bank At Your Service at (608) 278-2801 or visit a personal banker at any of our 12 convenient Dane County locations. 8/14