



## FREQUENTLY ASKED QUESTIONS

Find the answers to frequently asked questions about mobile banking.

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

A. The mobile banking solution works with any web-enabled mobile phone or device whose network allows secure SSL traffic.

### **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 processed.

### **Q. What if I no longer want to be a mobile user?**

A. Log in to Field & Main Bank's online banking system > Select Options > Mobile Settings > Deselect Activate Mobile Banking Access > Click Agree.

### **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 within online banking 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 on-line banking via a web browser, 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 an 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 resubmit 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, you do not need to make any changes. If you switch providers and/or phone numbers, log in to your account via the Internet and update your information at Options > Mobile Settings page. You will not receive SMS Text Messages regarding Mobile Banking transactions if your phone number is not correct.

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**Q. How can I search for a transaction?**

A. You will only be able to view 15 days 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 your traditional Internet-based online banking ID.

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

A. You must log in to the Internet-based online banking ID and delete the payment from the main menu of the Bill Pay module.

**Q. When I try to enter an amount for a bill payment or transfer, I can't enter any numbers, only letters. Why?**

A. Check your phone's settings to make sure you don't have Alpha-only enabled on the keypad.

**Q. What if I can't get my mobile device to work with Internet Banking?**

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 traditional online banking via NetTeller 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.)

