

# Frequently Asked Questions

- Check account balance
- Online banking history
- Get account details
- View check images
- Transfer funds between accounts

## Q: What is Mobile Banking?

A: First National Bank's mobile service will give you instant connectivity to your accounts anywhere, anytime using the browser on your mobile device. Our mobile service allows you to check account balances, view account history, view check images, transfer funds between accounts, schedule one time bill payments to existing payees and make loan payments.

## Q: Does Mobile Banking require a smart phone?

A: No. We also provide a text based mobile banking that allows you to review account activity, receive alerts, and check account balances all from your text enabled phone.

## Q: Is Mobile Banking secure?

A: Yes. All messages exchanged between your mobile browser and the server are encrypted with 128-bit encryption. The message is then transferred over the phone carriers' network.

## Q: Do I need to sign up for Mobile Banking with First National Bank?

A: If you are already signed up for Online Banking with First National Bank, you do not need to do anything further. Simply login at [m.fnb4me.com](http://m.fnb4me.com) with your Online Banking user ID and password and begin enjoying this free and convenient service.

To become an Online Banking user, visit our website [www.fnb4me.com](http://www.fnb4me.com) and click Online Banking to get signed up. Once you are an Online Banking user, you too, can just go to [m.fnb4me.com](http://m.fnb4me.com) and log-in.

If you do not have a browser enabled device, contact us to sign up for text based Mobile Banking.

## Q: What does it cost to use Mobile Banking?

A: First National Bank of Chadron does not charge for the Mobile Banking service. Please check with your mobile carrier for any text or data charges that may apply.



**FirstNationalBank**  
fnb4me.com

## Q: Where can I access Mobile Banking?

A: You can access mobile banking from any device that has web browsing capabilities. You can use your smart phone, iPad, iPod, or any other device that is capable of connecting to the internet.

## Q: Can I view check images with Mobile Banking?

A: Yes. With your web browsing capabilities, you will be able to view check images.

## Q: How can I get help with Mobile Banking?

A: Simply call your local branch and speak with a customer service representative or use the "Contact Us" on your mobile device.

| Function                                      | Text | Browser |
|---|------|---------|
| View account balance                          | X    | X       |
| View account activity                         | X    | X       |
| *Send account alerts (SMS or email)           | X    |         |
| Transfer funds                                |      | X       |
| View check images                             |      | X       |
| Schedule one time bill payments               |      | X       |
| View branch locations, contact info, & hours  |      | X       |
| View map to branch locations                  |      | X       |
| View local weather at branch location         |      | X       |
| Change online banking password (options)      |      | X       |
| Change online banking email address (options) |      | X       |