

# F&M BANK

## Helpful tips!



### A quick guide through our EZ Banking Mobile App & Text Banking<sup>1</sup>

#### EZ BANKING MOBILE APP TIPS:

- Enable features & add linked accounts through Online Banking ([www.fmbonline.com](http://www.fmbonline.com)) to reflect on the EZ Banking Mobile App instantly:
  - **Change your Online Banking ID** (*Options > Personal > Modify Login Information*)
  - **Select linked accounts** (*Options > Mobile Settings > Web Mobile Settings*)
  - **Set up Nicknames (pseudo names) per account** (*Options > Account*)
- Switch on “Remember Me” to retain your Online Banking ID for EZ Banking Mobile App. Password for login is still required.
- We continuously add performance improvements on the EZ Banking Mobile App. Be sure to have the most up-to-date version of the app (*Oct. 2020 version: 4.47.58*), and your mobile device operating system is current.
- EZ Banking Mobile App Biometrics: For added convenience, Touch ID/Face ID is available for login access. Follow your mobile device prompts to enable this feature.

#### TEXT BANKING TIPS:

- Set up mobile text banking through Online Banking (*Options > Mobile Settings > Text Mobile Settings*). Below are text commands:

**Bal** = All linked account balances  
**Hist** = Last 4 transactions on all accounts  
**Help** = Displays text commands  
**Stop** = Cancels enrollment in Text Banking

- Create mobile “Short Names” for your accounts via Online Banking. The assigned names will be referenced when displaying your accounts through text.

#### KEEP IN MIND...

- Your mobile device must be web enabled and allow SSL traffic (*verify with provider*).
- Activity matters. If idle for approximately 4 months, a temporary hold will be placed on your Online Banking account. If this occurs, please contact customer service to reactivate your Online Banking to continue access to your accounts.
- For security purposes, approximately every 6 months a mandatory password change is required.
- Forgot password or locked out? If Online Banking Password Reset is set up, visit Online Banking ([www.fmbonline.com](http://www.fmbonline.com)) to quickly change your case sensitive password.

**QUESTIONS?** Call 800-888-1498, M-F 8am to 6pm PST or email us for further assistance: [internetbank@fmbonline.com](mailto:internetbank@fmbonline.com)

<sup>1</sup> Online Banking is required. EZ Banking Mobile App has no monthly service charge. Check with your mobile carrier about fees they may charge for internet access, text messaging, or other related services.