

Mobile App FAQ's

1. Where do I go to download the Mobile App?

You can search for “The Cecilian Bank Mobile App” in the App Store for Apple devices or Google Play for Android. You can also find through the QR codes.

2. When I search The Cecilian Bank Mobile App in the Google Play Store (Android Marketplace), I can't find the App.

Our app has certain requirements that must be met by an Android device to operate correctly. If your device doesn't meet these, the app is not displayed in the store for your device.

3. Will I create a new username and password for my Mobile App?

No. You will need to use your Online Banking username and password.

4. What if I have forgotten my username or password?

You can go to our website www.thecececiabank.com and follow the steps for *Forgot Username* and/or *Forgot Password* in the Online Banking access portion. Once you have reset your credentials in Online Banking, your Mobile App credentials will be reset as well.

5. What will I need in order to register for the Mobile App?

Once you download the Mobile App to your device, you will select *Existing User* and fill out the required fields. Remember to use your Online Banking credentials (username and password) as your Mobile App credentials to ensure your account information is transferred correctly.

6. What do I do if I am having trouble logging in for the first time?

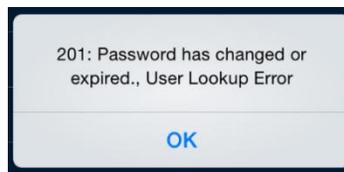
If you are certain you are entering the correct information, please call a Customer Support Specialist at 270-982-4822 for assistance.

7. How do I enable the PIN login feature?

Go to the Settings icon, you will see the PIN Login feature. Select the feature and follow the registration steps.

8. Will my PIN (for login) expire?

- a. If you have selected this login option, your 4 digit PIN login will not expire. However, your Online Banking credentials will expire and need to be changed every 90 days. When you attempt to login with your PIN and your Internet Banking credentials have expired, you will get a message that says:



- b. First, you must change your Online Banking credentials within the traditional Online Banking portal and not within the mobile app.
- c. Once your credentials are updated, you can then sign back in with the mobile app and follow these steps:
 - i. Go to the login screen
 - ii. Select “Forgot PIN”

Mobile App FAQ's

- iii. Login with your updated username and password
- iv. Your settings are now refreshed and the next time you login you will be able to use your same PIN just as you did before.

9. Do we have to login to the App every time?

No. There is a feature of the Mobile App called Auto Login, which allows you to securely see balances and recent history without signing in. If you need to perform any other functions, you will be required to login. We recommend that you have (or add) a password to your mobile device if you enable this feature for additional security.

10. What if I forget my PIN?

After you exhaust your five attempts, click forgot pin and you will be prompted to enter your Internet Banking username and password. If you have forgotten your username and password, go to www.thececilianbank.com and reset your username and password. If you're still having trouble, please contact a Customer Support Specialist at 270-982-4822 to reset your password.

11. Can I cancel a transfer? How long before I can't cancel?

Once a transfer request for the current date is submitted, it cannot be cancelled. If you have created a transfer for a future date, it can be cancelled. Simply press the – button next to the transfer you wish to cancel. If your savings account has six withdrawals in the current month, an online transfer cannot be made. Please call the Customer Support Center at 270-982-4822 or go to your nearest Banking Center to make additional transfers. Online Transfers are subject to the Excess Item fees as listed on the current Truth in Savings disclosure.

12. Can I set reoccurring transfers?

Repeating transfers cannot be setup within the mobile app, but they can be established within the traditional Online Banking portal. Simply login to your Online Banking through a web browser (view the full site) and select the transfers tab.

13. If I open a new account will it be added to the mobile app automatically?

If your new account is enrolled in Online Banking, then you will not need to do anything to set up the account within your mobile app.

14. Does it cost anything to download the app?

No. The Cecilian Bank Mobile App is free and can be found in the App Store for Apple devices or Google Play for Android.

15. Can I use the Mobile App to pay bills?

If your accounts are currently enrolled in the bill pay feature, then you will have access within the Mobile App to pay your bills. You can also manage bill payees within the Mobile App.

16. Do I need to be the primary account holder in order to use the Mobile App?

No. As long as you are listed as single, primary, or secondary on the account you will be able to register.

17. How do I securely logout of the Mobile App?

Simply press the "Log Out" button in the upper corner of the App. *If you have the auto login setting enabled, you will not see the "Log Out" button.

Mobile App FAQ's

18. Will my Mobile Banking App account be deactivated due to a lack of use?

If your Online Banking is not accessed for 180 consecutive days then your Mobile App and Online Banking profile will be deactivated.

19. How do I change my password?

Within the Mobile App, select Help from the menu, then select the Change Password button, and follow the steps. Or you can login to your Online Banking profile, go to the Settings tab, then select Password, and follow the steps. Once you have reset your credentials in Online Banking, your Mobile App credentials will be reset as well. Or you can contact a Customer Support Specialist at 270-982-4822 for assistance.

20. How can I change my username?

Usernames cannot be changed from the App. However, if you need your username changed, simply login to your Online Banking profile, go to the Settings tab, then select Username, and follow the steps. Once you have reset your credentials in Online Banking, your Mobile App credentials will be reset as well. Or you can contact a Customer Support Specialist at 270-982-4822 for assistance.

21. I don't have an iPhone or Android; will you have an App for say Blackberry or other Smart phones?

Our Mobile App Service Provider reviews on a quarterly basis to determine if there is a need to supply the Mobile App to other Smart devices.

22. Can I receive text alerts through the Mobile App?

Text alerts are not currently available within the Mobile App; however you may set up text alerts in Bill Pay and SmartMoney within Online Banking.

23. I am a signer on another account and it shows up on my App. I don't want it on there, how can I remove that account?

You cannot remove these within the Mobile App. However, you can hide the account by going to the Settings page, select the account you wish to hide under account settings and then turn hide account on. If you would like to remove an account permanently from your Mobile App platform, then please call a Customer Support Specialist at 270-982-4822.