

MOBILE BANKING TEXT BANKING iPHONE APP DROID APP

Phone: (888) 505-2265 www.evergreenbankgroup.com

MOBILE BANKING USER GUIDE



ENROLLING VIA MOBILE DEVICE

Visit <u>www.ebgmobile.com</u> from the browser on your mobile device. (If you have an iPhone or DROID, look us up in the app store.) Enter in your Online Banking username and password, and then click LOGIN.

NetTeller ID	
michael	
NetTeller Password	
	Login

Scroll and read though the Self Enrollment Mobile Banking Agreement. Once finished, check the box next to I Agree and then click Next.



Receiving Text Message Alerts is optional. To finish enrollment, enter your mobile number, wireless provider and then click **Enroll Now**.

Receive Text Messag Yes	je Alerts
Mobile Phone Numbe	er
630-413-9578	
Wireless Provider	
Verizon	
Enroll Nov	v Cancel

Welcome to Mobile Banking! Click **Accounts** to see a listing of your mobile accounts.

Confirmation Details

You are now enrolled. Please click on [Accounts] to proceed. Log into NetTeller to edit your mobile accounts and options.

Accounts

ENROLLING VIA NETTELLER

Visit <u>www.evergreenbankgroup.com</u>, enter your Online Banking username and password, and then click SIGN IN.



Once logged in to your Online Banking account, click on the **Options** tab in the top menu bar. Then click on **Mobile Banking**.

Main	Bill Payn	nent Cast	24 Management	eStatements	Options
Personal	Account	Display	Alerts	Mobile Settings	

First, check the box next to "Enable web access for your mobile device". Next, decide if you'd like to receive text message alerts. Your 10-digit mobile number is required even if you choose to not receive text message alerts.

You can choose one or all of your accounts and edit this selection at any time in the future.

Mobile Web Settings	0	
Enable web access for your	r mobile device	
Receive Text Message Alerts	Yes 💌 ** Standard wireless	
Mobile Phone Number	309 555 1234	
Select your wireless provider	Verizon	
NOTE: if you are a Cingular user that merged into AT&T, please select Cin		
Select the accounts you want to access from your mobile		

Free Interest Chking Commercial Analysis2

To finish the enrollment process, click **Submit**. Then review the Mobile Banking Agreement & Disclosure and click **I Accept**. You will then be asked to **Confirm** your Enrollment.

You will now receive a text message on your mobile device with an enrollment confirmation.

ENROLLING IN TEXT MOBILE BANKING

Visit <u>www.evergreenbankgroup.com</u>, enter your Online Banking username and password, and then click SIGN IN.

Online Banking	; Login	
L User Name	SIGN IN	ENROLL

Once logged in to your Online Banking account, click on the **Options** tab in the top menu bar. Next, click on **Mobile Banking** and then **Text Mobile Settings.**

Main	Bill Pay	ment Cash N	24 Ianagement	eStatements	Diptions
Personal	Account	Display	Alerts	Mobile Settin	gs
Web Mobile	Settings	Text Mobile S	Settings		

To enroll in mobile text, check the "Enable text access for your mobile device" and "Accept Terms & Conditions" checkboxes. You will need to enter your 10-digit mobile number, select a wireless provider and the accounts you want to access. You can choose one or all of your accounts and edit this selection at any time in the future.

E	vergreen Bank Group Mobile Text Settin	gs	0	
Enable text access for your mobile device				
Accept Evergreen Bank Group Text Banking Terms & Conditions				
Мо	bile Phone Number			
N	essage and data rates may apply. Text STOP	to 895	49 to cancel. Text HELP to 89549	
Not a	Select Your Wireless Provider all carriers are supported for this service. Click	Select	t Option	
Select the accounts you want text access from your mobile device				
	Account Name	Mob	le Short Name	
	Free Int Checking			
	Reg Z ODP Loan			
	HELOC 0003			
10	TRIUMPH 0004			

You must also create a "Mobile Short Name" for each selected account. Click **Submit**.

*Note: The Mobile Short Name is the name that will be included in the text to request information for a specific account.

To finish the enrollment process, click **Submit.** You will then be asked to **Confirm** your Enrollment.

You will then receive a text message to your mobile device. Respond **YES** to confirm enrollment.

In order to confirm your subscription for this service you must reply with "YES" to this text message.

ACCESSING MOBILE BANKING

To access Web Mobile Banking after enrollment, visit <u>www.ebgmobile.com</u> on your mobile device's browser. You can also download our mobile apps from both the iTunes Store (iPhone) and Google Play (DROID).

To log in to your account, enter in your Online Banking ID or username and click **Submit**. Verify your Personal Identification Image, and enter in your Online Banking password. Click **Login**.

NetTeller ID	
[
NetTeller Recoward	
NetTeller Password	Login

TRANSFERRING FUNDS

Select **Transfer** from the menu bar at the bottom of your screen. Under Transfer from Account, click **Choose Account** to select the account you want to transfer from. Under Transfer to Account, click **Choose Account** to select the account you want to transfer to.

Finally, enter in the amount you would like to transfer in the Transfer Amount field and click **Submit**.

A confirmation message and number will display on your screen if the transfer was successful. Additionally, a text message will be sent to your mobile device to confirm the transfer.

Please note: You can only set up one-time transfers via Mobile Banking. Any transfer made after 8:00 PM CST will be processed next business day.

Choose Account	>
Ba	lance: \$0.00
Transfer To Account	
Ba	lance: \$0.00
Ba Transfer Amount	ılance: \$0.00

VIEWING ALERTS

Alerts must first be setup in Online Banking before they will work in Web Mobile. Once logged in to your Online Banking account, click the **Options** tab in the top menu bar. Then click on **Alerts**.

After Alerts have been setup, log in to Web Mobile Banking to view your alerts. They will be listed as a notification on the menu bar. Click **Alerts** to view the notification.





BILL PAYMENT

Select **Bill Payment** from the menu bar and the bottom of your screen. Under Pay from Account, click **Choose Account** to select the account you want to pay from. Under Payee, click **Choose Payee** to select the bill you want to pay. Please note: <u>To add a new Payee, log in</u> to your Online Banking account and add the new payee <u>under Bill Pay.</u>

Finally, enter in the amount you would like to pay in the Payment Amount field and click **Submit.**

A confirmation message and number will display on your screen if the transfer was successful. Additionally, a text message will be sent to your mobile device to confirm the transfer.

Please note: You can only set up one-time immediate bill payments via Mobile Banking. At this time, you must enter each bill payment separately and cannot set up a recurring payment.

Bill Payments made via Mobile Banking by 12:00PM CST each day will be posted on the current business day. Please allow the same processing time that you normally would when using Bill Payment: at least 2 business days for a payee to receive an electronic item and 7-10 business days for a payee to receive a paper check item.

TEXT MOBILE COMMANDS

In order to request information from your Evergreen Bank Group accounts, you must use the following Text Mobile Commands:

<**5-digit number>** - You can text this 5-digit number to 89549 when enrolling or changing enrollment information.

Help – Returns command references, like the ones listed below.

Bal – Returns the balances from all enrolled accounts.

Bal <Account Mobile Short Name> - Returns the balance for a specified account.

Hist – Returns the last 4 transactions for all enrolled accounts.

Hist <Account Mobile Short Name> - Returns the last 4 transactions for a specified account.

Stop – Text this command to disable enrollment for Text Mobile Banking.

*Note: Commands are not case sensitive. The Mobile Short Name is the name that will be included in the text to request information for a specific account.

If you have questions or any problems with your Web and/or Text Mobile Banking, please contact one of our Bankers at the following contact information.

Phone: (888) 505-2265 Email: webhelp@evergreenbankgroup.com

Banking Hours:

Monday through Thursday:	9:00 AM to 5:30 PM
Friday:	9:00 AM to 6:00 PM
Saturday:	9:00 AM to 1:00 PM

PROTECT YOUR MOBILE DEVICE

Your mobile device should be treated just like your Online Banking credentials. We recommend that you do not share your username or password with anyone. Do not allow any unauthorized of your mobile device.

For additional information regarding Fraud & ID Theft, please visit our website:

http://www.evergreenbankgroup.com/customerresources/fraud-and-identity-theft-protection.html

LOST OR STOLEN MOBILE DEVICE

Should your mobile device become lost or stolen, please contact us immediately at (888) 505-2265.



