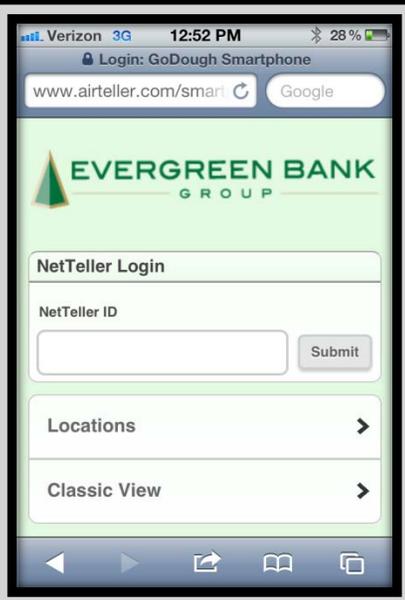




MOBILE BANKING
TEXT BANKING
iPHONE APP
DROID APP

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

MOBILE BANKING USER GUIDE



ENROLLING VIA MOBILE DEVICE

Visit www.ebgmobile.com 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.

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

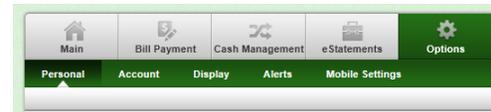
Receiving Text Message Alerts is optional. To finish enrollment, enter your mobile number, wireless provider and then click **Enroll Now**.

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

ENROLLING VIA NETTELLER

Visit www.evergreenbankgroup.com, 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**.



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.

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 www.evergreenbankgroup.com, 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. Next, click on **Mobile Banking** and then **Text Mobile Settings**.



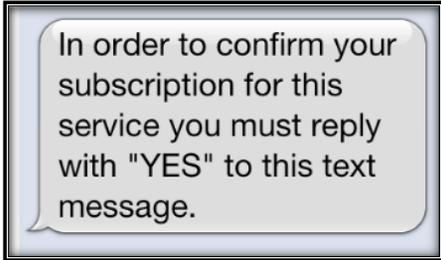
To enroll in mobile text, check the "Enable text access for your mobile device" and "Accept Terms & Conditions" checkboxes. You will need to enter your 10-digit mobile number, select a wireless provider and the accounts you want to access. You can choose one or all of your accounts and edit this selection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

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.



ACCESSING MOBILE BANKING

To access Web Mobile Banking after enrollment, visit www.ebgmobile.com 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**.



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.

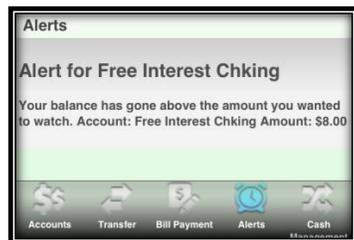
Please note: You can only set up one-time transfers via Mobile Banking. Any transfer made after 8:00 PM CST will be processed next business day.



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: To add a new Payee, log in to your Online Banking account and add the new payee under Bill Pay.

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/customer-resources/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.

