

NEW FBW Mobile Banking App

Frequently Asked Questions



What is the “NEW” FBW Mobile Banking App?

The NEW Farmers Bank of Willards Mobile Banking App combines the benefits of Online Banking with the power of Android™ phones and tablets, the iPad® and iPhone®, providing quick access to account information. The NEW FBW Mobile Banking App allows customers to:

- Perform tasks that you can today (transfer money between accounts, check your account balances and history, etc.)
- Deposit checks with Mobile Deposit Capture
- Manage your debit cards with our new Lock-It feature
- Set account alerts
- View your e-statements and check and deposit images
- In the coming months, you will also be able to “pay a friend” via P2P and A2A transfers and access Bill Pay.

What is required to use the NEW FBW Mobile Banking App?

An active FBW account

How do I get started using the NEW FBW Mobile Banking App?

Once you have downloaded the app from the iTunes® or Google® Play Store from your mobile device, you are ready to begin.

You can visit www.fbwbank.com for step-by-step instructions on how to get started.

Which mobile devices support the Mobile Banking App?

This application is available for Android and iOS operating systems. All of these operating systems have a different look and feel. As of this time, the Mobile Banking App is not available for Android tablets.

Is Online Banking required to use the NEW FBW Mobile Banking App?

No. You will select a unique user name and password. To note: If you are currently an Online Banking user, you can make these login credentials the same if you so choose.

Is the NEW FBW Mobile Banking App free?

Yes.

Is FBW Mobile Banking Secure?

Yes, FBW Mobile Banking is very secure. Personal information is never stored on your device. If you have any questions or concerns, feel free to contact your branch to speak to an Emerging Tech Specialist or visit www.fbwbank.com for additional information.

