



FREQUENTLY ASKED QUESTIONS

You have questions, we have answers!

What are the upgrade plans?

The upgrade is scheduled to occur in the fall of 2019. There will be minimal downtime for the Mobile App, but Internet Banking will be down for approximately ONE hour, between 11:00 am and Noon.

Will my FBW Mobile App be updated automatically?

Yes, if you currently have the FBW Mobile App, it will automatically update. If you have trouble, visit the App Store or Google Play store and select "Upgrade."

Will I have to enroll again?

No, however, there will be additional steps that need to be completed upon first login. Instructions are available in branch or on our website.

Will my username be the same?

Yes, your username will be the same as what you use today.

Will my Bill Pay information convert?

Yes, all payee and payment history information will be the same.

Can I update my personal information?

Yes, you can update your address, phone number and email address under the "Profile" section.

Will I be able to view eStatements on the app?

Yes, you can opt-in for and view eStatements on the mobile app.

What happened to my security questions?

Security questions are no longer needed with the new technology that associates a device with a username and the authentication code you can choose to receive via text, email or phone.

What new functionality will be available?

For your security, we have added additional card controls. We have also added FBW Money Manager to help you manage your finances even better by setting spending and savings goals and creating budgets. Since we are merging our existing internet and mobile banking products into one, all functionality available on each platform separately will be available regardless of what device you use to logon. A simple and secure way to connect with your money!