



CSB.Mobile - Frequently Asked Questions

Q. What are the CSB.Mobile Apps?

A. CSB.Mobile is a secure mobile banking application designed for mobile devices, rather than using a Mobile Web browser. FREE Apps are available for iPhone®, iPad® and Android™ devices.

Q. What functions can I perform using CSB.Mobile?

A. The following functions may be performed:

- View Account Balances & Transaction History
- Funds Transfer & Loan Payments
- Bill Pay (including adding payees and making payments)
- Person-to-Person Payments
- CSB.MobileDeposit (Upon Approval)
- Bank-to-Bank Transfers (Upon Approval)
- View Check & Deposit Images
- View Statements
- View Alerts
- Find Cornerstone Bank ATMs and Branches
- Commercial Clients may Initiate and Submit ACH and Wire Transfer Transactions

Q. How do I enroll in CSB.Mobile?

A. Simply download the Free App via your service provider's App store. You will then be able to log in using the same login credentials you use with your Online Banking.

Q. What do I need to do to keep my information secure?

A. Strong passwords should be utilized and your mobile device should be secured with a password. In addition, always remember to Logout of the application when finished. You are also able to utilize your touch enabled iPhone® and iPad® to log into your CSB.Mobile app. You will be prompted to set this up the first time you log into the app if you device is touch enabled.

Q. How current is the balance information?

A. Account information displayed in CSB.Mobile is real time information and matches what is displayed within Online Banking. Pending transactions that have not fully processed will display the word "Memo".

Q. Can I see an image of a check that has cleared my account?

A. Yes. You will select the little blue image of the check displayed below the check number. That will launch an image of the front of the check. Simply select FLIP to see the back side of the check.

Q. Can I see an image of a deposit that was deposited into my account?

A. Yes. You will select the little blue image of the deposit slip displayed below the deposit. That will launch an image of the deposit slip. Simply select FLIP to see the back side of the deposit slip. You can view all the items within that deposit by selecting the different items.

Q. Can I view my statement with my mobile device?

A. Yes. You will select Statements from the main menu and will be able to view up to 18 months of statements. If your account has been opened less than 18 months, it will only display the number of statements generated.

Q. How do I know if my transfer or bill payment was entered successfully?

A. A Confirmation message will display on your screen with a confirmation number. If you have selected to receive text alerts, each time you make a transfer or bill payment, a confirmation SMS Text Message is sent to your mobile device.

Q. What happens if I lose communication/signal during a transaction?

A. If you have selected to receive text alerts, when you complete a transaction from your mobile device you will receive an SMS Text Message as confirmation that the transaction was successful. If you do not receive this message due to a dropped call or lost signal, check your accounts and re-submit any transactions that did not process.

Q. How can I search for a transaction?

A. You are able to view 30 days' worth of transaction history on your mobile device. Currently, there is not a search feature.

Q. Can I add a new Bill Payment or Person-to-Person Payee via mobile banking?

A. Yes. You can add Payees as well as make payments using CSB.Mobile.

Q. How do I delete a Bill Payment that I set up through my mobile device?

A. You can delete or edit the payment through CSB.Mobile. You will just need to navigate to Pay Bills and find the payment under your Activity list. At that point you will select the menu beside the dollar amount of your payment and simply delete or edit the payment.

Q. When I try to enter an amount for a bill payment or transfer, I can't enter any numbers, only letters. Why?

A. Check your device's settings to make sure you don't have Alpha-only enabled on the keypad.

Q. What happens if I lose my mobile device?

A. Since your account data is not stored on your mobile device, your information cannot be stolen. When you replace your device, simply edit your Mobile Settings and make any changes to the Wireless Provider and/or Phone Number.

Q. What do I need to do if I get a new device?

A. If you simply get a new device but keep the same phone number and provider, no changes on your part are necessary. If you switch providers and/or phone numbers, log in to your account via the Internet and update your information on the **Options > Mobile Settings** page. You will not receive SMS Text Messages regarding Mobile Banking transactions if your phone number or provider is not correct.

Q. What if I no longer want to be a mobile user?

A. Simply delete the Mobile App from your device.