



# Mobile Banking FAQ

## Does Mobile Banking work on all smart devices?

Mobile banking is available on all Apple and Android devices, including mobile phones and tablets.

## How do I sign up for Mobile Banking?

Download the Exchange State Bank (Lanark-IL) app on your Apple or Android device by searching the app store. Our app will have the new Exchange State Bank symbol as the photo. Please note that you must be enrolled in Exchange State Bank Online Banking prior to enrolling in Mobile Banking.

- Login using your Online Banking username and password
- Answer Online Banking security questions (if applicable)
- Agree to Terms & Conditions
- Explore all the great options we have to offer!

## What services are available on your mobile app?

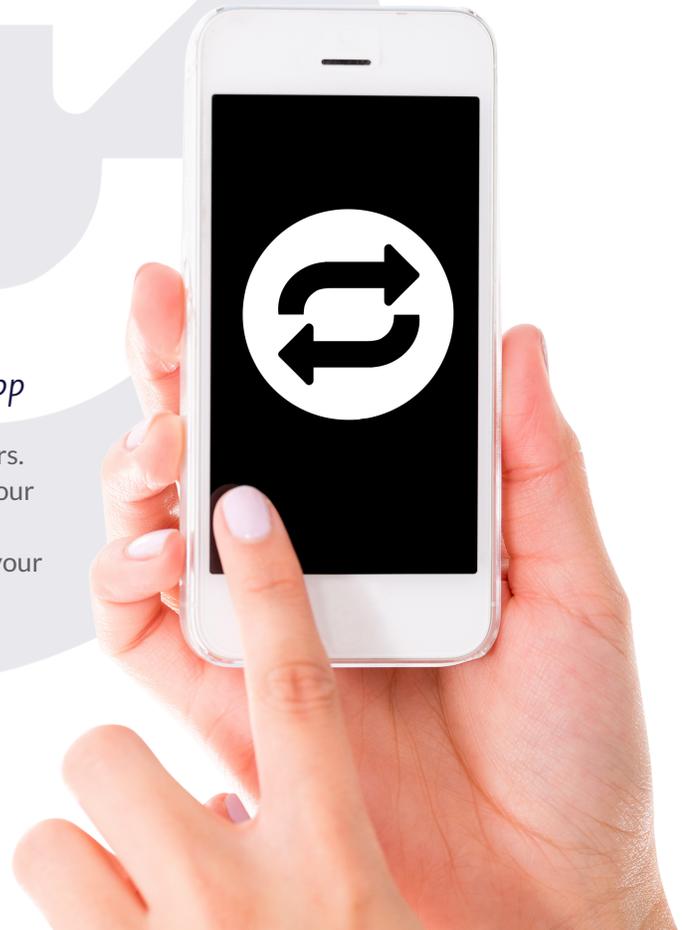
There are a number of services available on our mobile app.

You can securely access:

- Account balances
- Account history
- Bill Pay
- Fund transfers (between ESB accounts)
- Process loan payments
- Check deposit

## What do I do if I am locked out of the mobile banking app

If you incorrectly enter your Exchange State Bank mobile app password three times you will be locked out of the app for 24 hours. After 24 hours you will be able to attempt to login again. Forgot your password? You can reset your password by selecting the "reset it yourself" link located under the password box when logging into your Internet Banking account from a computer, or by contacting Exchange State Bank at 815-493-2631.



## Download the app today!



P.O. Box 5  
126 North Broad Street  
Lanark, IL 61046



815.493.2631 (P)  
815.493.2082 (F)



info@lanarkbank.com  
www.lanarkbank.com