

## Frequently Asked Questions – Mobile App Banking

### What is the Heritage Bank Mobile Banking App?

The Heritage Bank Mobile Banking App is a service enabling you to access your account information, transfer funds\* and pay your bills (for eligible customers) from a smartphone with Internet access from either a WIFI source or a cellular networks. Currently, the app is available for the iPhone, iPad, Android phone and tablet, and Kindle Fire.

### How does the Heritage Bank Mobile App work?

First you must download our Mobile App from the iTunes Store, Google Play Store or Amazon Market. You can do this either from your mobile phone or computer. If you access our App from your computer, the App will install on the mobile phone the next time the phone is plugged in to the computer. Once you download the App, simply log in with the same user ID and password you use for online banking. If you are not currently registered for online banking, simply click “Sign Up” directly on the login page.

### Can I login using Touch ID?

This is available for Apple devices and can be used if you have enabled Touch ID on your device.

Once logged in, you can:

- **Access Your Accounts** – you can view account balances, account history and check images
- **Quick Balance** – quickly access balance information without logging into the mobile app
- **Pay Bills** - the mobile web banking experience is virtually the same as online banking, although on a smaller screen
- **Make Transfers\*** – you must have more than one account on online banking for this functionality to be available on mobile banking
- **Make Deposits** – you can register and make mobile deposits of your checks
- **Pay other People with “Popmoney” Mobile** – you can register on the app to send Popmoney payments
- **Purchase Rewards** – earn rewards towards debit card purchases
- **Find an ATM/Branch** – you can use the App to locate the ATM or branch nearest your location
- **Contact Us** – you can contact us quickly right from the App

### Is Heritage Bank Mobile App currently available to all users?

The Heritage Bank Mobile App is currently available to all online banking users who own an iPhone, iPad, Android phone or tablet, or Kindle Fire device with access to a cellular network or WIFI source.

### How many transactions can I see on my mobile device at a time?

When you select an account name on the **Accounts** tab, the last 30 days of transactions will be displayed. Scroll down to see all of your transactions.

### What different kinds of funds transfers are available?

To do a funds transfer, you must have more than one account in online banking. On the **Transfers** tab, you can enter an immediate transfer between your accounts. You can also schedule transfers on your mobile device.

### Can I register for the bill payment feature on my mobile device?

Yes, simply click on bill pay and enter in the required registration information. It is the same form you complete online.

### How do I make a payment using my mobile device?

First, select “Make a New Payment” from the **Pay Bills** tab. Next, select a payee name link from the list or enter person or business name and click “Add”; enter the amount of the payment and the date to send/deliver the payment. Select the **Schedule Payment** button. A confirmation message is then displayed, select OK to continue.

### Can I see pending payments?

Yes, just select the **Pay Bills** tab to see a list of pending payments.

### Can I remove a pending payment?

# Mobile App Banking

## Frequently Asked Questions



Yes, you can remove a pending payment but you cannot change it. To remove a pending payment, go to the **Pay Bills** tab, select the payment you want to remove and select the **Cancel Payment** button. Then confirm that you want to cancel the payment.

### **Can I see completed payments on my mobile device?**

Yes. Select "Make a new payment", you can see the last payment associated with each payee.

### **How do I deposit a check using my mobile device?**

Select the Check Deposit tab and review the deposit services agreement.

### **How do I log out?**

When you're ready to log out, select **More** at the top right of the page and you will exit the Heritage Bank Mobile App. This will return you to the Login screen.

### **Is a password needed for the Mobile App?**

Yes. From your mobile device, you will need to log in to the Heritage Bank Mobile App. This is the same as you would for online banking, using the same login information you do for online banking. No separate Mobile App signup is required.

### **I have disconnected my mobile phone. Will my service continue to work?**

For the Heritage Bank Mobile App to work, you must have a mobile device with access to a cellular network or WIFI source.

### **Is help available through my mobile device?**

Click the **Contact Us** tab to find our support phone number (800) 455-6126 and email address [Support@HeritageBankNW.com](mailto:Support@HeritageBankNW.com). For help regarding your mobile device and/or wireless Internet connectivity, contact your wireless provider.

### **What does the 'Remember Me' checkbox do?**

Selecting the **Remember Me** checkbox gives the application permission to save your Username so that you do not have to enter it each time you attempt to log in. This information is masked and stored securely to keep your information safe.

### **My session timed out pretty quickly, can I change the timeout value?**

Ten minutes is the only timeout option. For your security and protection, when there has been no account activity for ten minutes, the session times out and the Heritage Bank Mobile App login page displays with a **Session Expired** message.

\*Limited transactions apply. During any calendar month you may not make more than 6 withdrawals or transfers to another account of yours or to a third party by means of a preauthorized or automatic transfer or telephone order or instruction, computer transfer or debit card or similar order to a third party.