Mobile Banking FAQs

1. **What type of mobile phone do I need?**
   BCB Mobile Banking is compatible with any web or text enabled device whose network allows SSL traffic.

2. **What does SSL mean?**
   SSL stands for Secure Socket Layers. SSL works to ensure secure web browsing, emailing and transactions on your mobile device.

3. **How do I know if my transfer was entered successfully?**
   A confirmation number will be displayed on your screen once the transaction has been successfully submitted.

4. **What happens if my phone is lost or stolen?**
   Your BCB Mobile banking account information is not stored on your phone.

5. **What do I do if I get a new phone?**
   If your new phone has the same number and provider, no changes are necessary. If you switch providers and/or phone numbers, then you will need to update this information in your NetTeller account via the internet since confirmation text messages will be sent to the registered mobile device.

6. **Can I use any mobile phone to access my accounts?**
   For Mobile Text Banking, no. For BCB Mobile Banking, yes. You may access your accounts via any mobile device that is web-enabled and allows secure SSL traffic. As a reminder, confirmation text messages will be sent to the mobile device registered in your NetTeller account.

7. **What if I can't get my phone to work with BCB mobile Banking?**
   Your phone must meet the following minimum requirements:
   a. You must first enroll through Buckeye Community Bank NetTeller Internet Banking.
   b. Your mobile device must be web enabled and must allow secure SSL traffic. (You may   need to contact your mobile provider to determine if you meet this requirement).

8. **Is BCB Mobile Banking secure?**
   Yes, Mobile Banking uses the same security standards as NetTeller. In addition, your account information is not stored on your phone and text messages do not contain personal financial information.

9. **What errors might be encountered?**
   You may encounter a number of errors. Some of the most common errors are:
       a. Data Server Unavailable
       b. Network Connection Lost

   These errors, and other similar errors, indicate a dropped call on the part of your service provider. This is generally caused by low signal strength. Try using BCB Mobile Banking again when your signal strength is higher.

10. **There is more than one "Wireless Provider" listed for my provider. Which one should I choose?**
    You will need to contact your wireless provider to determine which one to choose.

11. **I didn't receive a confirmation text when I initially signed up for BCB Mobile Banking via NetTeller. What does this mean, and what should I do now?**
    This results from selecting the wrong wireless provider in your Mobile Banking settings. You will need to verify which wireless provider you are using, then log into your Buckeye Community Bank NetTeller account and update the wireless provider setting.

12. **Is there an app for Mobile Banking?**
    Yes. BCB Mobile Banking now has Apps available for Android and iPhone users. Android users go to the Android Market and download your free **Buckeye Community Bank Mobile Banking** App. iPhone users go to iTunes†† and download your free **Buckeye Community Bank Mobile Banking** App.

13. **My app no longer works?**
    Download the latest Buckeye Community Bank Mobile Banking App as updates to the App may have been made.

    * Standard wireless carrier text messaging rates may apply.
    **Android is a registered trademark of Google, Inc.
    ***iPhone and iTunes are registered trademarks of Apple, Inc.