



HVBmobile Frequently Asked Questions

What is HVBmobile and what does it allow me to do?

HVBmobile provides quick, secure 24-hour access to your Hocking Valley Bank accounts from your phone or tablet. You will be able to:

- View transaction history
- View account balances
- Transfer funds between accounts
- Pay bills to existing payees
- View alerts
- Search branch locations

What type of cell phone do I need?

HVBmobile works with both Android and Apple devices.

How do I begin using HVBmobile?

To use HVBmobile, you must be a current *hvbonline* Internet banking user and have a mobile device that has a data plan. An application for all online banking services is available at www.hvbonline.com or at any bank office. The application covers enrollment for: *hvbonline* (requirement for HVBmobile); HVBmobile; FI Transfers (the ability to move money between your Hocking Valley Bank accounts and other financial institutions); and Bill Payment. You can enroll for any or all of these services using the same form. Please call our Internet Banking Coordinator at (740) 592-4441 with any questions.

Are there any fees involved to use HVBmobile?

The only fees would be from your mobile provider for texts received and/or usage of your data plan.

Will I get a new User ID and password?

No, you will use the same ID and password you now use when logging into *hvbonline*.

Can I use any phone besides the one I've registered to access my accounts?

Yes. You can access your accounts via any mobile device that is web-enabled and allows secure SSL traffic. The only difference is that text messages will be sent to the device entered when enrolling for mobile banking, not any device from which you perform a transaction.

Can I pay bills online with HVBmobile?

Yes, you can pay bills with HVBmobile for payees that you have already set up on *hvbonline*. You cannot set up new payees on HVBmobile.

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

Each time you make a transfer or bill payment, a confirmation text message will be sent to your phone. You also will see a confirmation number on your screen.

How do I delete a bill payment that I set up through HVBmobile?

You must log in to *hvbonline*, and delete the payment from the main menu of the Bill Pay tab. You **cannot** use our mobile app, HVBmobile, to delete a payment.

How can I search for a specific transaction?

While you can view up to 90 days of transaction history with our mobile app, there is not currently a search feature. To personalize account history viewing for our app, log into *hvbonline* with your PC, Select Options, Display, and select the number of days to display history beside Transactions. Please note that transactions can be searched by logging into *hvbonline* and visiting the Transactions page.

What happens if I lose my phone?

You should contact your carrier immediately. However, your financial information remains secure since your account data is not stored on your mobile device.

What do I need to do if I get a new phone?

If you simply get a new phone, but are using 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 *hvbonline* account via the Internet and update your information on the **Options>Mobile Settings** page.

Is it secure?

Yes, information is not stored on your phone and text messages do not contain personal financial information. HVBmobile uses the same security standards as *hvbonline* including Multi-Factor Authentication.

What if I cannot get my phone to work with HVBmobile?

Your phone will need to meet the following minimum requirements:

- You must first enroll through traditional *hvbonline* Internet banking.
- Your mobile device must be Web-enabled and must allow secure SSL traffic. (You may need to contact your mobile provider to determine this.)

What if I no longer want to be an HVBmobile user?

In order to deactivate your mobile service, log in to *hvbonline* and select the Options tab and Mobile Settings. On the Mobile Settings page, please deselect **Enable web access for your mobile device** and click Agree.