

Business Mobile Banking FAQs

How much does this service cost?

There is currently no charge associated with Business Mobile Banking. However, there may be charges associated with text messaging and data usage on your phone. Check with your wireless phone carrier for more information.

Is it secure?

Yes, the Business mobile banking service utilizes best practices from online banking, such as HTTPS, 128-bit SSL encryption, or password access and application time-out when your phone is not in use. Only the phones that you personally enroll in the service can access your accounts. In addition, no account data is ever stored on your phone. And in the event your phone is lost or stolen, the service can be immediately disabled by either going online to the Mobile Banking enrollment website or calling us.

Which wireless carriers are supported?

We support all the popular US wireless phone carriers, including AT&T, Sprint, T-Mobile, and Verizon. If your carrier is not listed when you enroll, select "other" and try the Mobile Web option, or check back later, as new carriers will be added over time.

Do I need a text message or data plan?

Yes, a text message and/or data plan is typically needed, as data usage can become expensive without them. Please check with your wireless carrier for more information.

I'm not enrolled for Business Online Banking. Can I still use this?

You must complete a Business Online Banking Agreement to be given access to view your account via Business Mobile Banking.

Mobile Banking – What is it?

What is Country Club Bank Business Mobile Banking?

Mobile banking gives you **access to your accounts from your mobile web browser or a downloadable mobile banking application (app)**, depending on your preference and your phone capabilities. Both options allow you to: view account balances, search recent activity, transfer funds, pay bills and find nearest ATM or branch locations. Also, on the downloadable mobile banking application, you may have the option to deposit checks.

How do I access Business Mobile Banking on my phone's browser?

You can visit the site at any time at: <http://m.countryclubbank.com>

How do I sign up for Business Mobile Banking?

If enabled, you may enroll via the device.

- All business online banking customers are enabled unless otherwise instructed.
- Contact your customer service representative in the treasury management department if you have any questions.

How do I optimize my mobile web experience?

We recommend 3 steps for optimal experience: 1) Ensure your phone's browser has cookies enabled. 2) Enable stylesheets on your browser. 3) Bookmark our Mobile Banking site.

How do I navigate Business Mobile Banking links with my phone's browsers?

To navigate, simply move the mouse pointer to the desired link and click on the link.

Is Business Mobile Banking supported on my phone?

Mobile Banking is supported on most phones with a mobile web browser that supports cookies. In addition, the mobile application is available on many smartphones including: iPhone, Android and BlackBerry. Both mobile web and mobile applications can be found on entering the mobile web URL (<http://m.countryclubbank.com>) in your phone's browser.

How do I install the downloadable application?

- You can visit the Google Play store for the Android App, or the App Store for the iPhone App. The Blackberry app is installed using the URL link <http://m.countryclubbank.com>.
- After launching the application for the first time, you may be asked to give permission to access the data network. You will need to grant permission in order to proceed.

Mobile BillPay

What is Mobile BillPay?

Mobile BillPay allows you to pay bills online, saving you time, envelopes and stamps. It is an optional service on your Internet (Online) Banking account. You may pay bills using your mobile device while on-the-go, anytime, anywhere.

Where do I enroll for Mobile BillPay?

You will need to complete a Business Online Banking Agreement giving access to your accounts. Once that is complete, you will finish the enrollment process through Business Online Banking. After the enrollment is complete you will be able to access BillPay with your mobile device.

How do I pay a bill?

To pay a bill, select the "Payment" option from the main menu, then select "Pay Bills." Here, a simple flow guides you through the choosing the "Payee", "Send Date" and "Pay Bill From" account. Then you will enter the Payment Amount and optionally enter a Memo.

Can I add a Payee on my mobile device?

No. You must add Payees, including deactivation by logging onto the Internet (Online) banking website and accessing the list of Payees.

How do I cancel a payment on my mobile device?

To cancel a payment, select the “Payments” option from the main menu, then select “Scheduled Payment.” The system will respond with a list of payments currently scheduled and unpaid. Choose from this list the payment you wish to cancel. The system will display the payment details. From this screen, select “Cancel Payment.” The system will ask you to confirm that you wish to cancel the payment.

How may I see previous bill payments on my mobile device?

To view previously paid bills, select the “Payments” option from the main menu and then select “Recent Payments.” Your display will refresh with a list of completed bill payments in a summary format. Select an item to see the payment’s details.

How do I handle a dispute with a payee?

If you have an issue with a bill or a specific item on the bill, contact the Payee directly. Remember, you may pay whatever amount you desire in BillPay while you are disputing any item.

Troubleshooting

What happens if I get a new phone or change phone numbers?

If you get a new phone or change phone numbers, be sure to contact your Financial Center to update your information.

Can I use Business Mobile Banking on more than one phone?

Yes. Please contact your Financial Institution to add any additional phone lines.

What if my device is lost or stolen?

If you are concerned about misuse of your phone, contact your mobile service provider immediately or stop all wireless service. Additionally, contact your financial Institution or call the Treasury Department (816-931-4060) to remove your phone.