

MOBILE BANKING FAQ:

Q: Will Mobile Banking work with my phone?

- A. Mobile Banking works on any web-enabled phone or device whose network allows secure SSL traffic. Ask your wireless carrier if you are not sure.

Q: How do I know which type of Mobile Banking I should use?

- A: If you have an Android or iPhone device you may download our free Mobile Banking app from the Google Play or App Store respectively.



Simply search for Chesapeake Bank.

If you have a web-enabled phone that is not an Android or iPhone, you may visit the mobile website at chesbank.secure-mobileaccess.com.

Q: How do I enroll in Mobile Banking?

- A. You simply download the app to your phone or go to the mobile site on and login to your account. There is no enrollment process.

Q. How do I enroll in SMS Text Banking?

- A. Text the words **enroll chesbank** to 39257. A Chesapeake Bank employee will call you within 2 business days to complete your enrollment process.

Q. What is SMS Text Banking?

- A. Send us a text message requesting information about your account and we send you a reply text within seconds with that information. Here are the commands:

Request	Response
BAL	Available balance for all enrolled accounts
BAL + last 4 digits of account number	Available balance of requested account
HIST	Last 5 transactions of all enrolled accounts
HIST + last 4 digits of account number	Five most recent transactions for the requested account
XFER + last 4 digits of From Account + last 4 digits of To Account + Amount	Confirmation of Transfer
HELP	A list of text commands (BAL, HIST,
STOP or SUSPEND	Immediately stops or suspends the SMS Texting service

Q. How can I delete a bill payment I set up in Mobile Banking?

- A. Log into online banking from your computer and delete the payment from the main menu of the Bill Pay module.

Q. How will I know my transaction was successful?

- A. Each time you make a transfer or bill payment, you will receive a confirmation number on the screen.

Q. What if I lose my mobile device or buy a new one?

- A. Banking data is never stored on your mobile device. You simply download the app from the app store or visit the mobile website (chesbank.secure-mobileaccess.com). If you have enrolled in SMS Text Banking call 877-436-9032 to stop the service.