

# Business Mobile: Frequently Asked Questions



## Who can enroll and use the Business Mobile app?

Authorized users currently enrolled in Online Business Banking can access, download and use the mobile app.

## How do users log on?

Authorized end users will use the same user ID and token + PIN they use to log in securely to Online Business Banking.

## Which smartphones can be used?

Apple® or Android® smartphones with Internet access can download and install the Business Mobile app from the Apple App or Google Play Stores.\*

\*Data or access fees may apply from your Internet service carrier.

## What types of account access are available?

- Transfer funds between accounts
- Deposit checks via Mobile Check Deposit
- View account balances in real-time
- View recent transaction history
- View check images
- Initiate loan payments

## What features are available?

The app allows you the ability to utilize dual control within your work environment even while you're out of the office. No more rushing to the office to log in to your computer. Use the app to receive alerts and approve: Internal transfers between accounts, ACH file transfers, Wire transfers

## How safe is the Business Mobile app?

The app allows only authorized users access to account information by using the same security tools and technology as when logging in with your computer.

## What are alerts?

Alerts can be enabled so authorized users receive notifications when certain transactions requiring approval are initiated, such as internal transfers, ACH, or Wires. When enabled, you will receive notifications on your mobile phone that you have pending transactions that need approval.

## What are the advantages of the mobile deposit feature?

Check deposits can be made at your convenience, outside of normal bank hours, by taking a picture of the check with your smartphone. Mobile Check Deposit saves you a trip to the bank or ATM and improves cash flow.

Questions? Please contact [cashmanagement@firstintlbank.com](mailto:cashmanagement@firstintlbank.com)