

Online Banking Frequently Asked Questions



What can I do through Online Banking?

With Online Banking you have access to your accounts at First Brandon Bank from the comfort of your home, office or anywhere you have access to the internet. Online Banking allows you to:

- View current account information
- Transfer funds between your First Brandon accounts
- View transaction history
- Make your loan payments
- Print a statement copy
- Download your posted transaction information to financial management software such as Microsoft® Money and Intuit® QuickBooks

What type of accounts can I look at?

You can view the following accounts with Online Banking:

- Checking, Savings, Money Market, Certificate of Deposit and IRAs
- Line of Credit, Mortgage, Personal Loans

What do I need in order to access Online Banking?

Online Banking runs on a secure website. You need internet access and your internet browser must allow access to secure sites. In order to provide a solid security environment, we require that you use 128-bit encryption with your web browser.

Can I transfer money between my personal and business accounts?

You will be able to transfer money only among your personal First Brandon Bank accounts.

Are there any fees?

Online Banking gives you access to your accounts free of charge. However there may be a charge for initiating stop payments and other bank services. If you also use our Bill Payment Service, there may be a charge. Please see the Online Banking Agreement and Disclosure for details.

Are there any limitations on the number of transactions I can perform?

Although the number of checking account transactions is unlimited, there are some transaction limitations on Money Market accounts. Preauthorized, automatic, or telephonic transfers, in the aggregate, are limited to 6 per month. A fee will be charged for each item processed in excess of this limitation.

Is my banking information secure?

We have extremely high criteria to guarantee the security of your banking information online. A few of these are listed below:

- Your banking information never travels the internet without encryption protection
- Log-in sessions have a time-out limit and after the limit is reached you are required to log-in again
- PIN guessing is deterred and reported

What happens if I don't log off the system?

If the system is not used for 10 minutes the user becomes inactive and will have to log in again.

What can I do to keep my information secure?

Please make sure no one can see the PIN as you sign on, and be sure to sign off Online Banking before moving on to other websites. These few tips can help ensure the privacy of your account information:

- Do not write your online PIN on your First Brandon Debit or ATM card or leave those numbers where someone sitting at your computer can see them.
- You can change your Password as often as you like, in fact you are encouraged to do so regularly. Do not use codes, which would be easy for others to determine such as birthdays, phone numbers, license plate numbers, etc.
- You should never reveal your online PIN to anyone. A bank employee will never need to know your PIN, and you should never disclose it to someone claiming to represent the bank or another business entity.
- Notify First Brandon immediately if you notice any unusual account activity.
- Keep all documents that include your account information in a safe place (including ATM receipts, monthly account statements, and especially your online PIN).

What if I forget my PIN?

A password reset function is available for your convenience. Click on "Account Management Options" to create your security question and answer. A valid email address must be recorded on our system to implement this function. You can also contact the Customer Service Center at (800) 310-6356.

How current is the account information in Online Banking?

The available balance on Online Banking for your checking and savings accounts will change throughout the day based on your Online Banking activity as well as other electronic banking activities.

If I transfer funds between my accounts using Online Banking, when will the transfer be effective?

Funds transferred between your accounts using Online Banking will be updated in the available balance immediately, but the transaction detail will not be reflected until the next business day. The transfer or payment cut-off time for current day's business is 10:45 p.m., Monday through Friday. Transfers or payments made on a holiday that First Brandon observes will be posted on the next business day.

Can I transfer money to or from accounts I have with other banks?

You will be able to transfer money only among your First Brandon accounts.

Questions? Comments?

For all other questions, please contact our Customer Service Center at

(800) 310-6356

 Equal Housing Lender
Deposits Insured by the FDIC



First Brandon Bank *a division of Lake Sunapee Bank fsb*