



## Mobile Banking – FAQ'S

### **How do I find the State Bank of Belle Plaine Mobile Banking App?**

The link for our Mobile Banking app is located on [statebankbp.com](http://statebankbp.com) on our Mobile Banking Page. You can also download the app from the app store on your phone.

### **What mobile devices are compatible with Mobile Banking?**

Our Mobile Banking app is compatible with Apple, Google and Microsoft smart phones and tablets that run on Android (Version 4.0 for tablets and version 2.3.4 and higher for phones), iOS (Version 7 and higher) or Windows (Version 8.1 for tablets and 8.0 for phones) operating systems.

### **How do I use Mobile Banking?**

You must first enroll in Online Banking at [statebankbp.com](http://statebankbp.com). You will then use your Online Banking login credentials to log into Mobile Banking. It will register your device the first time you log in.

### **What transactions can I do on Mobile Banking?**

With our Mobile Banking app at your fingertips you can check your balances, view transaction history, transfer funds between accounts, access your Bill Pay account or deposit a check using Mobile Deposit Capture.

### **What are the fees for using the Mobile Banking service?**

There are no fees charged for the Mobile Banking service at this time. Other fees you may incur would be data fees from your mobile service provider.

### **Where can I use the Mobile Banking service?**

You can use your Mobile Banking app anywhere you have an internet connection on your device. However, the State Bank of Belle Plaine recommends that users avoid using the Mobile Banking app on public Wireless Local Area Networks (WLAN) or WiFi locations as security on those networks is unknown.