

## Online Banking FAQ's

Access Online Banking by visiting [Skowhegan.com](http://Skowhegan.com)

### How Do I Enroll?

Visit one of our convenient branch locations, call us at 800.303.9511 or complete the online enrollment form. To access the form click "First time user? Enroll now" on either Online or Mobile Banking.

### What is the cost?

This service is offered free of charge to all customers.

### What kind of transfers can I make?

Transfers can be made between your accounts with Skowhegan Savings, including loan payments.

You may also separately enroll for External Transfers. This will allow you to transfer funds between your linked personal deposit accounts at Skowhegan Savings and certain deposit accounts at other financial institutions. External transfers are not permitted on Business accounts at this time. Fees may apply.

### What does current history include?

All credit and debit transactions posted to your account from October 2019, can be viewed.

### Can I retrieve an image of my cleared checks?

Yes, you will be able to access a front and back copy of all physical checks that have cleared your account from October, 2019.

### Can I stop payment on a check?

Yes, you may place immediate stop payments on checks that have not cleared your account. Fees may apply.

### Can I see interest paid and earned on my accounts?

Yes, all interest transactions from October, 2019 will be available to view.

### Can I download to a personal finance program?

Yes, Online Banking offers several download formats: Open Financial Exchange (OFX); Intuit Quicken (QFX); Spreadsheet (CSV); Text File (TXT) and Intuit QuickBooks (QBO).

### What happens if I forget my password or become locked out?

Visit one of our convenient branch locations or call us at 800.303.9511. You can also recover your username and password by clicking "Forgot?" on the log in page on either Online or Mobile Banking.

### What is an alert?

This feature allows you to set alerts to notify you of events happening on your account (s), high balance, low balance, high and low credit transactions, high and low debit transactions.

### Are there computer requirements?

Yes, you must have access to the internet and a web browser.

### Can I access Online Banking with my mobile device?

Yes. Refer to our Mobile Banking Quick Reference guide for more information. You will use your existing Online Banking Username and Password to log in. Or you may enroll in Mobile Banking via our Skowhegan Savings App.

### What if I don't want to see an account in my online banking?

You may manage the accounts you wish to view under the Accounts section of the Settings, by toggling the option for "Show in app".

### Can I receive my statements electronically?

Yes, you can enroll in eDocuments to receive your statements electronically each month.