

Mobile Banking Q & A

First Bank is excited to announce that we will be releasing a new mobile app late July. The new app will have improved usability in addition to some great new features!

Q. Why a new mobile app?

A. The new app will look and feel like a natural extension of our online banking experience. Our goal is to provide seamless transitions for our customers as they manage their money and communicate with their bank.

Q. What do I need to do to get the new app?

A. If you are iPhone user you will not need to do anything. The change will happen when the app is updated; whether automatically or manually. After the new app is released it may be possible that if you do not have your updates set automatically you may receive an error until you manually update the app.

iPad and Android users will need to delete the old app and then install the new app. iPad users can download the new app on the App Store. If you are an Android user you can download the new app on Google Play. You can get the app by searching "First Bank & Trust, IL" in either the App Store or on Google Play, by visiting www.firstbanktrust.com/personal/mobile-banking where you will find download links, or by clicking the icons at the bottom of this message.

Q. What will be changing about the mobile app?

A.

- Easier navigation
- Extended transaction history
- The ability to attach an image to a transaction, including a receipt
- Ability to add notes to all your transaction
- Expanded alert capabilities
- Enhanced security options
- New app icon

Additional Information

You must use your user name and full password to log into our new mobile app the first time. If you have forgotten your password there is a link on internet banking that can assist you with resetting your password (<https://www.myebanking.net/Firstbanktrust/Login/ForgotPassword/ForgotPassword.aspx>) or you can contact us at 1.800.228.6381 to reset your password.

If you do not know the answers to your security questions this could mean that you are using the incorrect username.

Pin log in will also be a log in option after you log into the app for the first time. You can find this option under *Settings/General Settings*.

The 3 line icon at the bottom left of the app,  will give you your account options.

The *Move Money* option is for bill payments AND transfer transactions. Please select the account you wish to move money from and then select the account or bill that you wish to pay.