



WSB Mobile Banking FAQs

Q: What is mobile banking?

A: Mobile banking allows you to view account information, transfer money and pay bills from certain supported mobile devices.

Q: Do I need internet access on my mobile device?

A: Yes, you must have Internet access on your cell phone to use all the features of this service. If you do not have Internet access please contact your service provider for details on specific fees and charges.

Q: How do I access WSB Mobile Banking?

A: To access WSB Mobile Banking, you must have access to WSB's internet banking service, NetTeller, and a handheld device with an internet connection. Simply enter the WSB Mobile Banking URL, washsb.mobi, into the browser of your web-enabled device and login with your NetTeller ID and password.

If you're not a customer or you don't have access to NetTeller, signup at www.washsb.com, call us at (319) 653-2151, or stop in.

Q: Is there a fee to use WSB Mobile Banking?

A: WSB Mobile Banking is provided at no cost to our customers. Data charges by your mobile phone provider may apply, and are the responsibility of the mobile phone owner.

Q: What services does WSB Mobile Banking include?

A: The following services are provided with WSB Mobile Banking:

- Account balances
- Account summaries
- Account transaction history
- Bill Pay

- Check bank locations and hours
- Transfers
- View check images

Q: Is WSB Mobile Banking secure?

A: Your personal information is protected by 128-bit encryption as it travels to your mobile device to prevent unauthorized access. We use multi-factor authentication technology to verify your identity, providing an extra layer of security for your peace of mind. We do not transmit account number information and none of your financial information is stored on your mobile device.

Q: What happens if I lose my cell phone?

A: Your information is secure. We do not transmit account number information and none of your financial information is stored on your cell phone or mobile device.

Q: Why does my mobile banking screen look different than my friend's screen even though we both bank at Washington State Bank?

A: Each mobile device model and service provider offers a variety of web browser applications, and washsb.mobi is capable of adjusting to most types of phones that offers web access. However, different mobile devices may display a variety of font sizes, colors and buttons.

If you have any other questions please contact Customer Service at (319) 653-2151 or customerservice@washsb.com. One of our representatives will be glad to help you.