

## WHAT IS MOBILE BANKING

Mobile Banking is an on-demand service that allows you to access your accounts at Blue Grass Federal from your mobile phone. Users can access their account information 24/7 from any mobile phone through our mobile app, text messaging or by using [bluegrassfederal.com](http://bluegrassfederal.com).

## REGISTRATION AND ACTIVATION FAQs

### Why do I have to register my phone?

Mobile devices must be enrolled to use Blue Grass Federal in order to securely validate that only your device has access to your accounts. To enroll your phone, first-time users may enroll directly from their smart phone by downloading our Mobile Banking App from the App Store and follow the instructions. Current customers can simply log in to Online Banking, click the “Profile” Link, scroll down to the Mobile Banking Profile tab and click the “Manage Device/s” tab to the right. Follow the instructions in the Mobile Banking site.

## MOBILE APP FAQs

### Is anyone allowed to download the App?

Most mobile smartphones should be able to download the Blue Grass Federal Mobile Banking App (BGF Mobile) via the Apple App Store or Google Play Store.

### Do I have to be enrolled in Online Banking to use the Mobile App?

If you enroll in Mobile Banking you will automatically be enrolled in Online Banking. You can enroll into Mobile Banking by downloading our Mobile App from the App Store via On Device Enrollment. On Device Enrollment will allow you to simultaneously enroll into Online Banking and Mobile Banking at the same time directly from you Android or Apple device. If you do not have a smart phone, you may visit our home page to sign up for Online Banking at [www.bluegrassfederal.com](http://www.bluegrassfederal.com)

### How do I install the app?

You can download the Blue Grass Federal Mobile App by visiting the Apple App Store or Google Play Store and selecting the Blue Grass Federal Mobile App (BGF Mobile). Terms and Conditions must be accepted before access to the app will be granted.

### Which accounts are eligible to be accessed on the Blue Grass Federal Mobile App?

Accounts displayed in Online Banking will also be viewable within the app.

### Will activity conducted within the Blue Grass Federal Mobile App immediately affect my account information in Online Banking?

Yes, transactions conducted within the app will be in real time.

### Can I use Blue Grass Federal Mobile Banking to pay bills?

Yes. You may access this under the “Payments” tab in the when you log into the app.

### Can I transfer between banks?

At this time, account to account transfers to external banks is not available via the Mobile App.

### Is there a list of handsets that you support?

Yes, please refer to our Certified Device List at <https://www.bluegrassfederal.com/disclosures>

### Are Mobile Web Banking transactions processed immediately?

If the transaction is initiated Monday-Friday, 7:00 am-11:00 pm EST or Saturday, 7:00 am-8:00 pm EST, it will be posted immediately. If the transaction is initiated outside of those hours or on a Sunday or holiday it will post by 7:30 am EST on the next business day.

### How long before a session times out on the App?

The App default time out period is set to 5.

## BLUE GRASS FEDERAL TEXT BANKING FAQs

### Is Text Banking secure?

Yes, Text Banking is a safe and secure product. We conduct a secure enrollment process that establishes a connection between your mobile device and your personal accounts. We never transmit any sensitive information. All account numbers and names are either masked or replaced with nicknames that you choose.

### Do I need to enroll for Text Banking?

Yes. The process is very simple and takes less than five minutes.

- Access the Mobile Banking registration website via Online Banking,
- Click the “Profile” link at the top of your screen on the right.
- Scroll down to the Mobile Banking Profile tab and click the “Manage Device/s” tab to the right.
- Select Mobile Text Banking on the Mobile Services page and follow the instructions once you check off to agree to the Terms and Conditions.

### How do I use Text Banking?

- Begin a new text message on your mobile phone
- Enter the Blue Grass Federal Text Banking Short code “48179” in the “To” field
- Enter your Text Banking command in the Message field. For example:
  - bal = balance
  - hist = history
- Click Send

### When I type BAL, I receive balances for ALL my accounts. Is this right?

Yes, this is normal.

### Can I enroll more than one mobile device to access Text Banking?

Yes, you may do this by:

- Accessing the Mobile Banking website via your Online Banking.
- Click the “Profile” link,
- Scroll down to the Mobile Banking Profile tab and click the “Manage Device/s” tab to the right.
- Select “Add another phone” on the Mobile Banking Main Menu Page. Follow the instructions for registering another phone.

### What if I change my mobile number or device?

You will need to register your new number or device. This can be done by accessing the Mobile Banking website via your Online Banking.

Click the “Profile” link.

- Scroll down to the Mobile Banking Profile tab and click the “Manage Device/s”
- Tab to the right. Select “Add another phone” on the Mobile Banking Main Menu Page.

Follow the instructions for registering another phone.

### What can I do with Text Banking?

- View account balances
- Review account history
- Receive alerts

### Where do I send my text commands?

Send your Text Banking commands to the short code 48179

### How long should it take to receive a text message?

Typically, responses arrive within 10-15 seconds, but timing may vary.

### Can business accounts that have Online Banking access Text Banking?

Yes, Text Banking is available for Small Business and Consumer accounts that are enrolled in our Online Banking service

### Is Text banking case-sensitive?

No. Commands can be sent as upper-case, lower-case or a mixture of both.

### Why do I receive multiple messages with Pg1/2, Pg2/2?

Text messages are unique in that they can only hold 160 characters. Some commands require multiple messages to return all of the necessary information.

### What if my mobile device is lost or stolen?

- Log in to Online Banking and select the “Profile” link at the top right of the landing page.
- Scroll down to Mobile Banking and click “Manage Device/s”
- Click on the drop down menu next to “I want to” and select “Stop using this phone for mobile.”
- You may also contact us at (859) 987-2951 during business hours.

### How much does it cost to use Text Banking?

Blue Grass Federal does not charge for the service; however, standard message charges apply. Consult your wireless provider for details.