



MOBILITI FAQ SHEET

Q. Does Community Valley Bank have an app for my mobile device?

A. Community Valley Bank has custom apps for iPhone and Android devices.

Q. How do I enroll in Mobile Banking?

A. If you are an Online Banking customer, then no enrollment for Mobile Banking is required. Simply enter "CVB" in the search field with your device's Apple iStore or Google Play Store and download the app. Use your Online Banking ID and Password to sign on to the CVB Mobile app.

Q. Do I need to be enrolled in Online Banking to use the Mobile Banking app?

A. Yes, you will need to be an Online Banking customer. Once you are an Online Banking customer, then no enrollment in the Mobile Banking app is needed. Go to the CVB Mobile app on your device and use your Online Banking ID and password to sign on to the CVB Mobile app.

Q. What if I need or want to cancel Mobile Banking?

A. It's quick and easy to turn off Mobile Banking. After logging in to Online Banking, click on the "Services" menu, and select Mobiliti. Then click on "Manage Devices" and in the drop down menu on the next screen select "Stop using this device for Mobile Banking", then click "Go".

Q. What features are available with the CVB Mobile App?

A. The following features are available through Mobile Banking:

1. Secure Sign In/Sign Out
2. View Account Balances
3. View Transaction History
4. Schedule bank transfers to all accounts you have access to in Online Banking
5. Perform One-Time Bill payments to existing payees
6. Send money to other people using their bank account information or email information with **PopMoney**.
6. Make Check Deposits
7. Find nearby Community Valley Bank branches and ATM's.
Including MoneyPass network

Q. Which Community Valley Bank accounts can I make transfers to/from using the CVB Mobile App?

A. You will have all the transfer capabilities you have in Online Banking. You can transfer to/from your CVB accounts. You can transfer to external accounts by using the PopMoney feature for a fee.



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Q. Can I use the CVB Mobile App at any time?

A. Yes, Mobile banking is available 24 hours a day, 7 days a week, except during the bank's regular maintenance period for your online services.

Q. How much does Mobile Banking cost?

A. There is no bank fee to use or access the CVB Mobile Banking service. Check with your wireless provider for more information about fees associated with data usage from your mobile device.

Q. Why does the CVB Mobile Banking app seem slow?

A. The connection speed may vary from different wireless service providers, different data usage plans, and different geographical locations. If you experience a slow response while using the CVB Mobile app, please check with your wireless service provider.

Q. I keep getting locked out of my account when I try to sign on via my mobile device. Why doesn't it accept my sign-on information?

A. Using your mobile device to enter data takes some practice. Passwords are case sensitive, so make sure you are entering your Password exactly as it is set up. If your Password begins with a lowercase letter, you may need to use your device's shift key to change the default from uppercase. In addition, some devices require extra shift key presses to enter number instead of letters.

Q. How do I securely end my Mobile Banking session?

A. Select the Log Off link to sign out of the CVB Mobile App.

Q. What happens if I lose communication/signal during a transaction?

A. If you do not receive a confirmation message due to a lost signal, you may verify a transaction by contacting us for assistance at 760-352-7777 or 760-344-7771, Monday –Thursday 9:00 a.m. to 5:00 p.m. and Friday 9:00 a.m. to 6:00 p.m.

Q. What do I need to do if I get a new cellular device or upgrade my device to a new model?

A. You will need to download the CVB Mobile App on to the new device and simply use the same ID and Password as you do for Online Banking.



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Q. What happens if I get locked out of the CVB Mobile App?

A. If you do get locked out of your CVB Mobile App, please contact us at 760-352-7777 or 760-344-7771, Monday –Thursday 9:00 a.m. to 5:00 p.m. and Friday 9:00 a.m. to 6:00 p.m. to have your ID and Password reset.

Security

Q. What are some tips to keep my Mobile Banking experience safe?

A. Here are some tips and general good practices for banking on your mobile device:

- Download and update the latest version of the mobile app to ensure all security features are kept up to date.
- Protect against unauthorized access on your mobile device.
- Do not leave your mobile device unattended during an open Mobile Banking session.
- Never save your USER ID and Password in the mobile device, in memos, or anywhere on your device.
- Always remember to log off properly using the “Log Off” button when you have completed your Mobile Banking activities.
- Be aware of the potential for fraudulent text or multimedia messages (SMS/MMS). The bank will never request or invite customers to sign on to its Mobile Banking via an SMS/MMS message.
- Be aware of the potential for fraudulent Mobile Banking apps.

Q. What if I lose my mobile phone?

A. There will be no financial information from Community Valley Bank saved on your mobile device as part of our Mobile Banking service. Do not save images during your Mobile Banking session to your phone.

Turn off Mobile Banking by logging in to Online Banking, clicking the “Services” menu, and selecting Mobiliti. Then click on “Manage Devices” and in the drop down menu on the next screen select “Stop using this device for Mobile Banking”, then click “Go”.

Do not add your login credentials to the memo pad or voice record functions on your mobile device. This information can be obtained by others if done so. If possible, password protect your mobile device as well.