

Country Club Bank- Intro to Mobile Banking- Android & iPhone Apps

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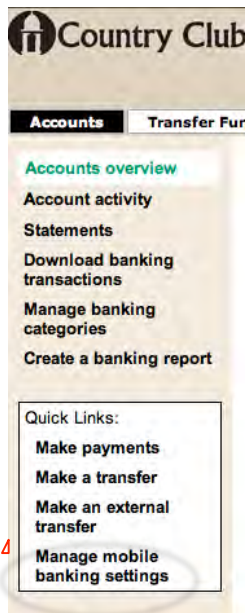
Mobile App Banking (for iPhone and Android)

Just download your device-specific app from either the Google Play store (for android devices), or the Apple App store (for iPhones). When you open the app it'll ask you for your UserID and security questions, and then your password. If you haven't previously enrolled your mobile device from within Online Banking, it'll then ask you for your Mobile Number. Enter it and click Continue to enroll your device.

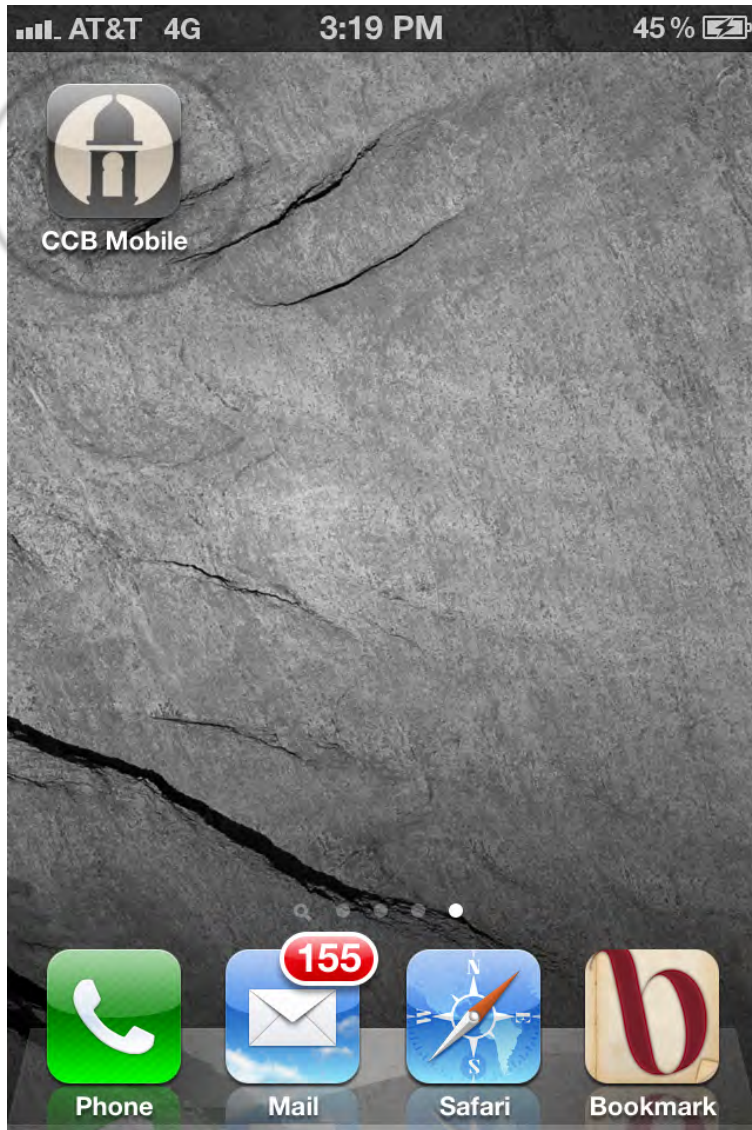


(NOTE: for iPods and wifi iPads, enter your home phone number.)

You can also enroll your mobile device from within Online Banking by clicking on Manage Mobile Banking Settings on your computer. This method will also ask for your Mobile Device #.

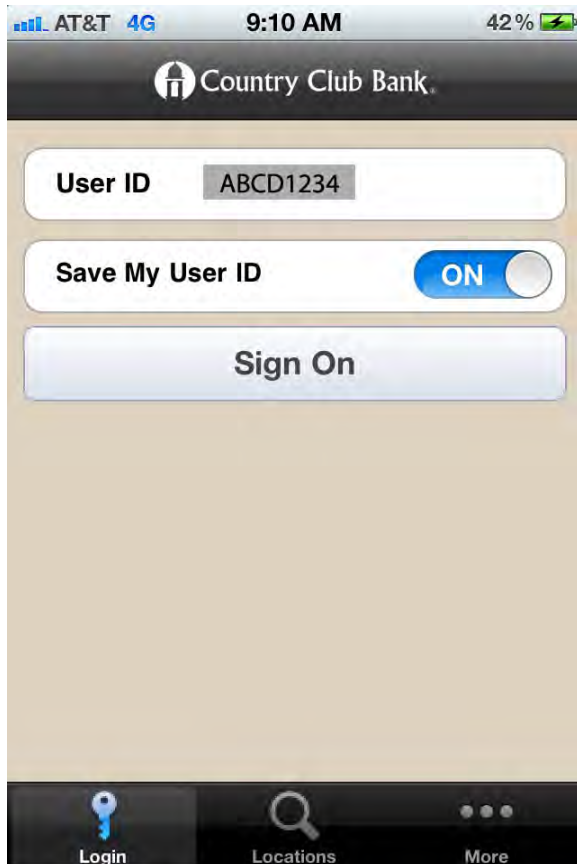


After successful download, the Mobile App icon will display on the phone. Select the icon to access Mobile Banking.



Sign On Page

1. Enter your Online Banking User ID (the same one you use on your computer to sign on).
2. Click ON or OFF in the Save My User ID (if you don't want to have to enter your ID every time, select ON).
3. Select Sign On



NOTE: For successful sign on the user must:

- Be enrolled in Online Banking
- Be enrolled in Secure Authorization
- Have an active password (password cannot be temporary)
- Not have an “inactive” or “locked” status in Online Banking

Account Summary Page

Upon selecting View Accounts from the Main Menu and successful Sign On, the Account Summary page displays.

Select an account to see account details and links to Account Activity.

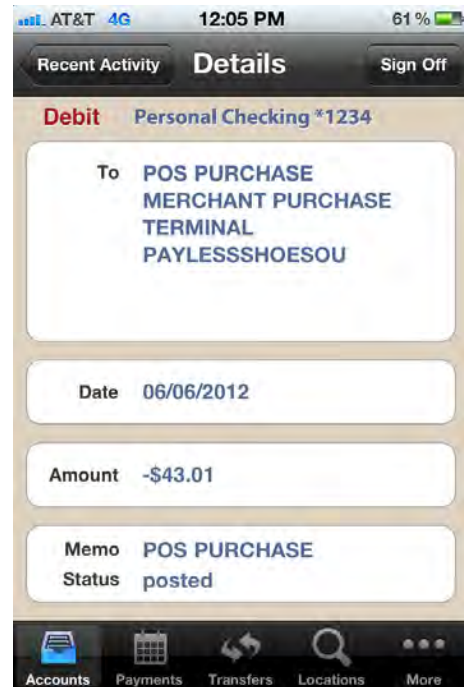
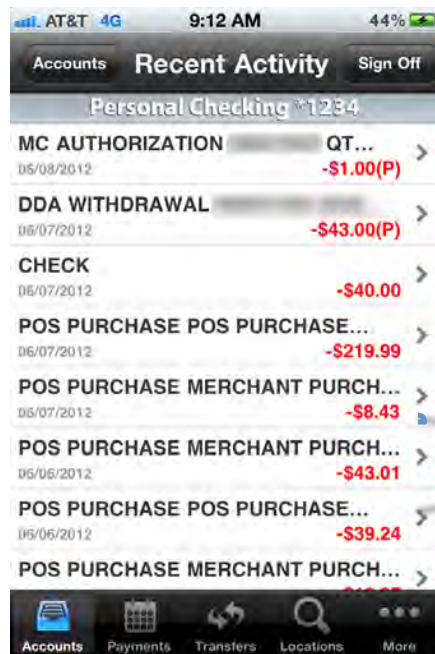
NOTE on Account Balances: The following balances display for each account type-

- Available Balance for Checking, Savings and Money Market accounts



Select **Search Activity** if you'd like to search for specific transactions by Date, Amount or Check #.

Select **Recent Activity** if you'd like to view account activity over the past 90 days.



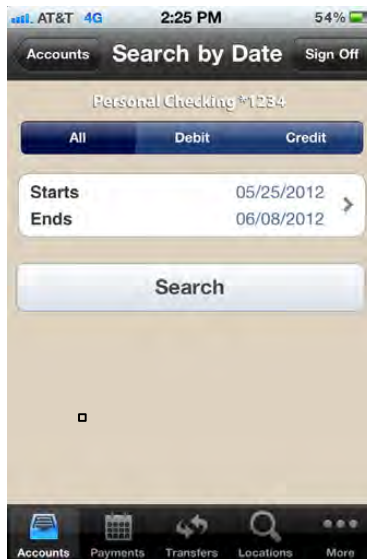
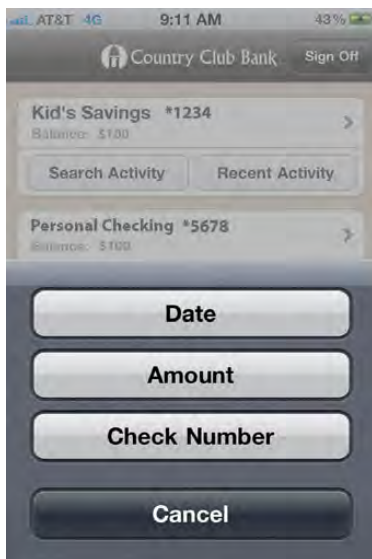
Account Activity Page

Click on a transaction to see the Transaction Details page.

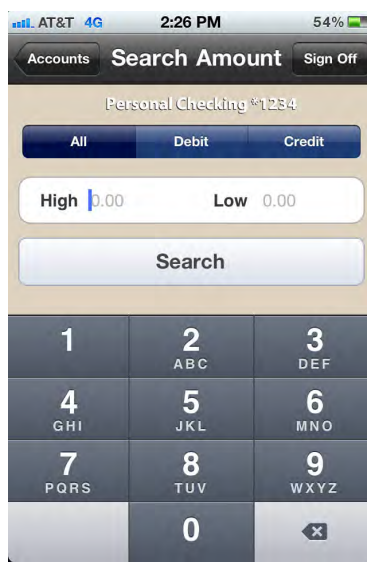
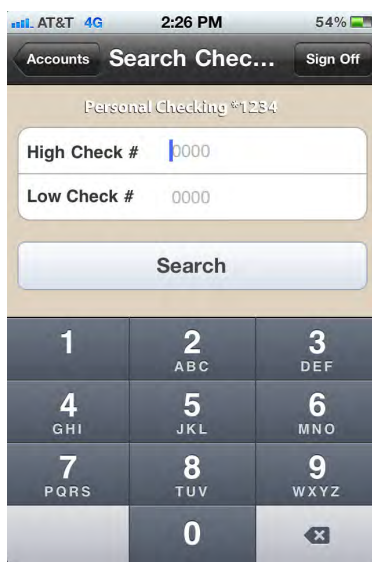
Search Activity Menu

If you click Search Activity, you'll see these search options:

- By Date- search by a date range (up to 90 days in the past)
- By Amount- search by low/high amount
- By Check #- search by check# (this option is only displayed for checking account types)



Users can select a range of dates and type of transactions to search.

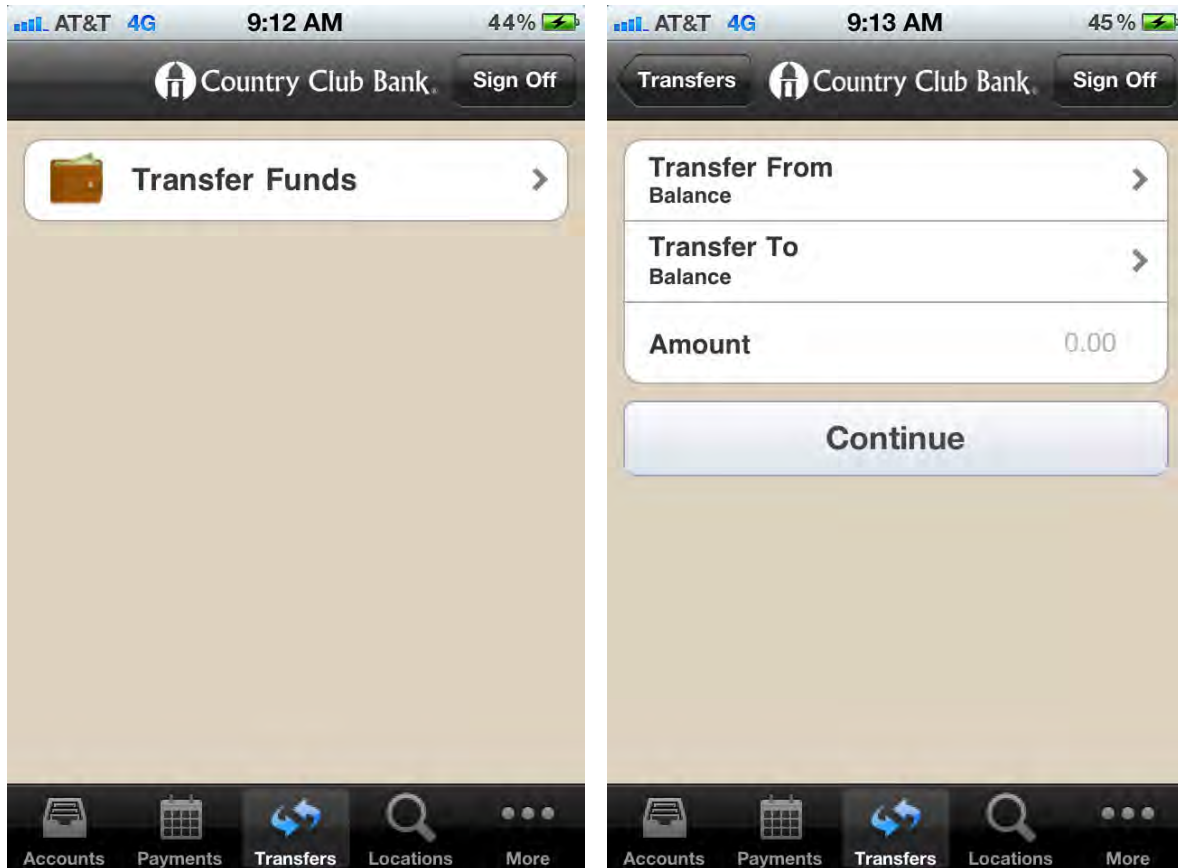


Users can also select a check # or \$ range to search.

Transfer Funds

The transfer funds page displays upon selecting the Transfer Funds menu item on the Main Menu page after successful sign on.

Just select the Transfer From account and the Transfer To account and then the amount. Click Continue to proceed with the transfer process.

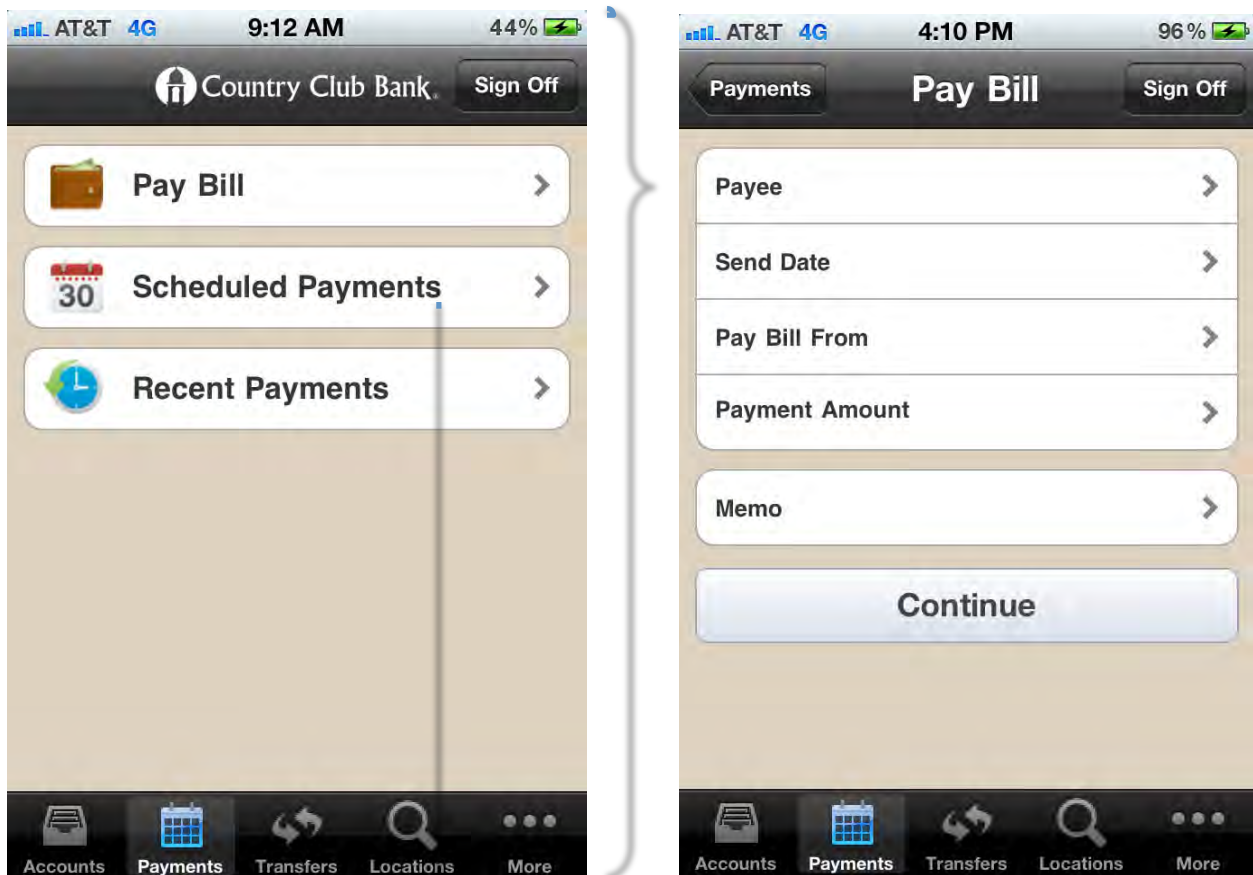


Pay Bills Menu

By clicking on the Payments tab at the bottom of the screen you will see the Payments menu that includes Pay Bill, Scheduled Payments and Recent Payments.

- Pay Bill- schedule a one-time bill payment
- Scheduled Payments- view scheduled bill payments (up to one year in the future)
- Recent Payments- View recently completed payments (up to 30 days in the past)

Click on Pay Bill to bring up the Pay Bill menu where you can select the Payee (existing payees only), Send Date, Pay Bill From account, Amount and Memo



To Cancel a scheduled payment, just go into Scheduled Payments, click on the specific payment, and then click Cancel Payment

Mobile Notifications / Alerts

If you'd like to have notifications (mobile alerts) sent to your phone when your balance is low or when specific transactions are processed, you can set this up within Online Banking (from your computer when you register for mobile banking).

Accounts Transfer Funds Make Payments **Customer Service**

Have questions? Please contact us at
contactus@countryclubbank.com
or call Customer Support at 816-931-4060, Monday through Friday 8:30 am - 5:00 pm and Saturday 9:00 am - 1:00 pm. For after hours support, please call toll-free 1-855-259-3192, Monday - Friday 5:00 pm - 8:30 am, and Saturday at 1:00 pm through Monday at 8:30 am.

Equal Housing
LENDER
Member
FDIC

Customer Service Index

Account Maintenance

- [Change password](#)
- [Change user ID](#)
- [Manage contact information](#)
- [Change address](#)
- [Change statement delivery method](#)
- [Customize your accounts](#)
- [Manage mobile banking settings](#)

Account Services

- [Stop a check](#)
- [View stopped checks](#)
- [Order checks](#)

Contact Options

- [View messages](#)
- [Contact us](#)
- [Manage alerts](#)

Disclosures

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- [Privacy statement](#)

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Click **Manage Alerts** to set up SMS Text and/or Email notifications for a variety of account events like low balances, specific transactions, when bills are paid, etc.

Manage Alerts

Contact information

Primary e-mail: jdoe@genericdoe.com • [Change](#)
Text Message Phone: (555) 555-5555 • [Change](#)

When you choose to receive text message alerts, you are agreeing to the [Terms of Use](#). Standard text message and other rates may apply. See your carrier for details. Send STOP to 322654 to end.

[Add contact information](#)

Account Alerts | [Bill Payment Alerts](#) | [Service Alerts](#)

Here's a list of available alerts for this account and your current settings for each. You can add a new account alert and change or delete an existing alert. To view alerts for another account, select the account and click Go.

John Doe Checking, *5555, Available \$250.00 [Go](#)

Send Alert When	Send To	
Account Balance	Alert is Off	Add
Check # ___ Processed	Alert is Off	Add
Deposit of \$ ___ Processed	Alert is Off	Add
Starting Balance is Above \$ ___	Alert is Off	Add
Starting Balance is Below \$200.00 and \$75.00	(555) 555-5555	Change • Delete
Transfer Failed	Alert is Off	Add
Transfer Processed	Alert is Off	Add

Want to receive an alert by text message? If so, make sure [your contact information](#) includes a mobile phone number.

[How Do I...](#) [Terms](#) [FAQs](#)

Click ADD or Change to create and customize your alerts.

You can select different alerts for each of your accounts by selecting the appropriate account from the drop-down menu.