

ONLINE BANKING FAQ

How many characters do I need in my password?

Passwords are case sensitive. They must be between 8-17 characters and contain at least one uppercase letter, one lowercase letter and one number.

How do I know Online Banking is Secure? The address bar will be green and security questions will be asked on unrecognized devices.

How can I change my security questions? Log in to your account. Choose the "Options" tab. Under Security Data, click Edit. Use the drop down arrow on the right side of the question to select a different question.

Where can I find more information about how to utilize Online Banking? Check out our Tutorial Videos by going to our website and clicking "Resources" and "Online Banking Education".

For more information on how to take full advantage of all of our products and services, give us a call or stop by your local branch!

Paris (217) 465-4154
Brocton (217) 385-2396
Ashmore (217) 349-8939
Kansas (217) 948-5191
Champaign (217) 352-0077
Gilman (815) 265-7264
Watseka (815) 432-6445

WHAT I NEED TO ENROLL

ACCOUNT NUMBER

ACCOUNT TYPE

TELEBANC PIN

Edgar County Bank & Prospect Bank

a division of the Edgar County Bank & Trust Co.

Operations Center

177 W. Wood

Paris, IL 61944

877-465-4154

support@edgarcountybank.com



EDGAR COUNTY
—BANK—

Paris • Brocton • Kansas • Ashmore



PROSPECT
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A DIVISION OF EDGAR COUNTY BANK & TRUST CO.

Champaign • Gilman • Watseka



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Enrolling and Using Online Banking

Take advantage of all the features
Online Banking has to offer!
It's quick and easy!



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www.theprospectbank.com

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Visit our website:
edgarcountybank.com
or
theprospectbank.com



MEMBER FDIC

Personal Online Banking Enrollment:

- Visit: edgarcountybank.com or theprospectbank.com.
- Click the Register Now link under access your account.
- Please read our terms and conditions for online banking and choose to Accept or Decline these terms.
- Enter your personal information, account number, account type and telebanc pin to complete the enrollment.
- You will be required to establish a User ID and password.

eProduct Series - Bringing Banking to You

- **eMessenger** – Set up an endless combination of account alerts that will be sent to your email when they occur.
- **eMobile** – View and receive account alerts, view account activity, and transfer funds between your bank accounts – all from your cell phone.
- **ePay** – Simplify by paying your bills online. Enter payment information one time or update any time you choose.
- **eStatements** – Receive a notice that your monthly statements are available to view electronically – eliminating bulky paper statements.
- **Popmoney** - An easy, fast and secure online personal payment service that lets you send and receive money to and from others directly from your bank account.

eMobile

What is eMobile? eMobile enables anyone with an Online Banking account to access their account information from a mobile device. eMobile offers three ways to access your accounts – **text messaging, a mobile browser, and a downloadable App**. You can choose any or all of these options, depending on the capabilities of your mobile device. List of available features:

Features	Text Banking	Mobile Browser	App
View Balances	Yes	Yes	Yes
View Transactions	Yes	Yes	Yes
Transfer Funds	No	Yes	Yes
Pay Bills	No	Yes	Yes
Pay People	No	Yes	Yes
Locate ATM or Branch	Yes	Yes	Yes
Receive Alerts	Yes	Yes	Yes

Is eMobile secure? Yes – eMobile features similar security features employed by our Online Banking services. No personal or account information is stored on your device.

What phones can I use for eMobile? Hundreds of models are supported including major brands like: iPhone, BlackBerry, HTC, LG, Motorola, Nokia, Pantech, Samsung, Sanyo, and Sony Ericsson. Please ask a Customer Service Representative if you have questions about your phone's compatibility.

How do I enroll in eMobile? Log into Online Banking. Click the Options tab, choose "Enroll Now" in the Mobile Banking Profile section and complete the setup. A text message will be sent to your mobile device with instructions to activate your eMobile service.

Is there a charge to use eMobile? No- this is a free service. However, message and data rates may apply.

ACCESS YOUR ACCOUNT

For Telebanking: [866.334.3147](tel:866.334.3147)

Please select an account ▼

[or Register Now](#)

eStatement Enrollment:

- Log on to your Personal Online Banking.
- Click the "Options" tab.
- Under the eStatements Enrollment heading, click Edit.
- Check the box next to the account(s) you would like to enroll and verify your E-mail address.
- Read our Online Statement Disclosure and select to Accept or Decline these terms.