

## **FREQUENTLY ASKED QUESTIONS**

### **Online Banking**

#### **What is Online Banking?**

Online Banking is Savers Bank's Internet Banking service which allows you to manage your accounts online 24 hours per day from any computer. Transfer funds from a statement account, search for checks to see if they have cleared and view check images front and back, review statements, place stop payments, make inquiries, make Savers Bank loan or mortgage payments and order checks – all from the convenience of your computer!

#### **Is there a charge for Online Banking?**

Online Banking is free.

#### **How do I sign up for Online Banking?**

To sign up for Online Banking visit our website at [www.saversbank.com](http://www.saversbank.com) and on the left hand side of the page underneath the Online Banking login click on "Enroll Now". Once you complete the application it will submit electronically. The next day we will send you your Password through email and the Access ID through US Postage Mail.

#### **How safe and secure is Online Banking @ Savers Bank?**

At Savers, customer safety and security is a top priority. We are committed to providing our customers with a completely secure online environment for accessing their financial records. We have elected to use multiple levels of security and encryption, a multi-layered authentication process to enter the site, and a protected firewall at our Web server location. Several steps of authentication are intentionally part of the log in process to identify you as the selected user and better protect the privacy and safety of your financial information. Be sure to choose an Access ID and Password that only you know and always safeguard your Password to keep it confidential.

#### **Who can I make transfers to? What about my children?**

This depends on what types of accounts and relationships these accounts have. You can only transfer on accounts from which you have withdrawal rights.

#### **How do I know when I can access Online Banking for the first time?**

You will know you can access Online Banking for the first time when you receive both your Password and Access ID.

#### **How much of my past account history is available to me online?**

You will have access to your statements for the past two months. To access older statements, you can come into any Savers Bank branch to request them. The easiest way to receive and view statements regularly online is to sign up for e-Statements and each month you will receive an email with your latest statement. You can build up to 18 months of statements to view.

#### **I know I am using the correct Access ID and Password to log into the system. Why won't it work?**

The Access ID and Password are case sensitive. You can have your Access ID and Password with caps or without but it has to be the same each time you sign on because it is CASE SENSITIVE.

#### **I can't remember my password. What should I do?**

You have two options: 1) Go to our Online Banking home page and click "forgot password". An automatically generated email with a new password will be sent to you. 2) Or, you can call any Savers branch and after verifying key information a Savers Bank representative can reset your password for you.

### **Can I order checks Online?**

Yes, go to the Savers Bank Home page at [www.saversbank.com](http://www.saversbank.com) and click on "Useful Websites". There is a direct link to DELUXE, our check vendor -- just follow the prompts to place your order. You can also order checks by phone at 1-877-838-5287 from 8am to 9pm Monday through Friday.

PLEASE REMEMBER: if you receive free checks, you cannot order them online. To get the checks at no charge you will need to order them through Savers Bank by visiting any Savers Bank branch.

### **What other services does Online Banking offer?**

You can calculate loan payments, compare loan payment amounts, pull up a check image, put a stop payment on a check, modify passwords and change your email address.

## **Bill Pay**

### **What is Bill Pay?**

Bill Pay is a free bill payment service offered through Savers Bank. It allows you to pay any of your bills online from your Savers Bank accounts. You can opt for one-time or recurring payments. Save time, gas, money and the environment when you eliminate the need to go to the post office, wait in lines, purchase stamps and mail your bills in time. You must be signed up for Online Banking before you can enroll in Bill Pay.

### **Is there a charge for Bill Pay?**

No. Bill Pay is free to all Savers Bank customers. Remember you must sign up for Online Banking first to enroll in Bill Pay. Online Banking is also free to all Savers Bank customers.

### **How do I sign up for Bill Pay?**

Inside Online Banking, select the account you wish to use to pay your bills. After selecting the account, a "Pay Bills" link will become available. Clicking on the link will bring you to a page to confirm your e-mail address followed by a page with the Terms and Conditions disclosure. It will take 24 hours for your funding account to be activated. To view a demo on how Bill Pay works go to: <http://www.saversbank.com/Metavante/main.html>

### **Who can I make payments to with Bill Pay?**

You can pay bills to any company or person, with the exception of federal, state and local government or municipalities. We also cannot allow payments for anything court-directed. (These entities would not work with a third party to settle your bill should the payment become lost in the mail or credited improperly.)

### **How are the payments sent out?**

A fully licensed, entrusted third party bill payment service pays your bills for you by either sending out a paper check or via electronic payment. Electronic payments take up to 2-3 business days to process. Check payments take up to 5-7 business days to process. You need to plan for any delays and schedule your payments accordingly. Please be aware that which type of payment is made is dependent upon the capability of the payee. Some businesses and individuals are not set up to accept electronic payments.

### **Can I choose the payees' payment method?**

No. Once you've chosen a payee and created a bill, the payment method will indicate a payment as a check or electronic payment. Some businesses and individuals are not set up to accept electronic payments and our bill pay service works with the payees (based on activity levels) to increase electronic payment acceptance.

### **How far in advance must I schedule payments?**

Please allow 2-3 business days for electronic payments and 5-7 business days for paper checks to be posted to your account. When setting up a new payee you should allow at least 10 business days prior to the due date to send out your first payment.

### **What if I don't want to schedule bill payments two weeks in advance?**

Once your new payee is set up, you can make payments whenever it is convenient for you. In fact, one day payment is available for an expedited payment service fee of \$14 (very similar to overnight postal and shipping costs). Fees are subject to change.

**What if I don't want to pay my bills at regular recurring times?**

You can pay any bill at any time; you do not have to opt for a regular recurring payment. Set up your Bill Pay system and then you can decide when payments should be made. Recurring payments can always be changed as well.

**Should I delete old payees?**

No, at least not right away. When you delete a payee you also delete the payment history. For this reason, we suggest you print your payment history before you delete them or just leave the old payee on the system.

**I scheduled a payment to go out today but the money was not taken out of my checking account. Does this mean my payment wasn't sent?**

No, a third party bill payment service sends out your scheduled payment on the date you request and then the funds are debited up to two days afterward.

**Is there a limit to the number of bills I can pay?**

No. There is no limit.

**Is there a dollar amount limit for payments?**

Yes. You are limited to a daily total of \$9,999.99.

**Can I pay my loan with Savers Bank through Bill Pay?**

Yes you can, but it would be faster and make more sense if you did a transfer from your checking to your loan account. The payment would be posted that day to your loan account. If you chose to pay through Bill Pay it would take at least 5-7 business days for processing, as the bill payment system would generate a check that would be mailed to Savers Bank through the U.S. Postal Service. Once Savers Bank received the payment it would be processed.

**How far back can I retrieve my bill payment history?**

Bill payment history can be retrieved as far back as when you started online Bill Pay with Savers Bank, as long as you do not delete a payee.

**How far ahead can I schedule a payment?**

You can schedule a payment up to 365 days into the future.

**I sent a payment by accident. What do I do now?**

If you just processed the payment you can go to the Payees screen. If you see your payment there you can cancel it. If the payment does not show in the payees screen it is already in process. Please call us at 1-800-649-3036 and we can make a stop payment arrangement for you if it was a check payment. If the payment has already gone out as a check, and has not been cashed, we can issue a stop payment on the check and refund you the money. There is a fee for this service.

**How can I modify a recurring payment?**

If you have previously entered a recurring payment and wish to modify it, you must first delete the existing payment and then re-enter the recurring payment.

**I'm still more comfortable with paper transactions and receipts.**

No problem. If you decide to use our free Bill Pay service to pay your bills, you can still download and print out copies of your transactions once you set up your Bill Pay configurations.