

CU@Home Mobile Web - FAQ

- 1. How is Mobile Web service different from online banking?** Mobile Web offers the main online banking functionality, but is optimized for the small screen size of a mobile phone.
- 2. Is a my personal information as secure in Mobile Banking as in Online Banking?** Yes, personal information is just as secure in Mobile Web Banking as in Online Banking.
- 3. What will it cost me to use Mobile Banking with Mobile Web?** Since Mobile Banking with Mobile Web uses data, your provider may charge you data rates for using Mobile Banking. Please confirm with your provider.
- 4. What if I loose my phone? Is my banking information compromised?** Even if you lose your phone, your accounts can only be accessed if someone has the correct login credentials.
- 5. How is the Mobile Web different from a downloadable app from the Apple iTunes App Store?** The downloadable app from the Apple App store would only work on an iPhone or iPod touch. The Mobile Web is functional on any mobile phone with a desktop-class browser and is not limited to one phone.
- 6. Is it true that only downloadable apps for the iPhone from the Apple iTunes App Store will have an icon on the home screen of the iPhone?** No. To add an icon to an iPhone, navigate to our mobile site and then select “add to home screen”. Our CU@Home logo instantly appears on the member's phone. If you don not have an iPhone, the link must be saved as a favorite.
- 7. What if my phone can access the Internet but does not have a Data Plan? Will Mobile Web work on it?** Mobile Web is designed for phones that use a data plan. Please contact your provider for data plan options.
- 8. Do all Internet browsers work for Mobile Web? What if I receive an HTTP Error 400 error message on my Blackberry when attempting to access Mobile Web?** This could be a problem on some models of Blackberry. If this occurs, switch the browser from Blackberry Browser to Internet Browser.
- 9. Can I view more than 15 days of transaction history?** No - Mobile Web will only allow you to see 15 days of transaction history.

