

If your **ACCESSbank**® Visa® Debit Card is lost or stolen, please call 1-800-554-8969 immediately.

If your **ACCESSbank**® Business Visa® Credit Card or Personal Visa® Credit Card is lost or stolen, please call 1-800-558-3424 immediately.

If your **ACCESSbank**® checkbook is lost or stolen, please call 402-763-6000.

## **Quick Tips for Online Banking**

### **Having problems signing on? Don't worry, we can help!**

First, make sure you have the correct username and password. For your protection, if you or someone trying to access your accounts enters an incorrect password three times, we disable your password. This can easily be fixed by calling **ACCESSbank**® during normal banking hours - Midtown at 1-402-763-6000 and Oakview at 1-402-905-4100 from 9:00 am to 5:00 pm Monday through Friday and 9:00 am to Noon on Saturday.

## **Monitoring Your Accounts**

### **View, print, and download account statements for the previous six months!**

1. Select the account you wish to view on your home screen
2. On the right side of the screen select "Statements"
3. Click on "Checking Account Statements" which will bring up the previous twelve month's worth of statements

Once you've opened your Online Statement, you can print it by selecting the Print icon in your browser, or if you have saved your Online Statement onto your computer, you can print directly from your PDF reader.

### **Need a copy of a check?**

1. Select the account you wish to view on your home screen
2. On the right side of the screen select "Transactions" then "Current Statement"
3. This will bring up all account transactions within the past 25 days, clicking on the check number will allow you to:
  - Confirm who the check was written to
  - The amount it was written for
  - When it was cashed

## **Quick Tips for Online Bill Pay**

### **Establishing a Vendor**

1. Once logged into the bill pay site click the "Bill Pay" tab
2. Select "Merchant Accounts"
3. Select "Add Merchant"
4. Complete the information as requested. It is useful to have a recent statement or bill available to reference.
  - a. The "User Specified Account Name" is a field for customer use only. You can nickname a vendor account for ease of use or leave the field blank
  - b. If the "Frequently Used Merchant" box is selected the merchant will appear on the "Quick Pay" screen. If the box is left unchecked the merchant will appear on the "Pay Bills" screen
  - c. The "Merchant Export Category" is useful for customers that utilize a Personal Financial Manager program such as Quicken

### **Making a Payment**

1. Frequently Used Merchants will appear on the "Quick Pay" screen found under the "Bill Pay" menu. Enter the information as requested for the specific merchant and hit "Schedule Payment". You can establish one or more payments at a time using this method.
2. For merchants not appearing on the "Quick Pay" screen, select "Pay Bills" under the "Bill Pay" menu. All of your merchants, whether Frequently Used Merchant or not, will appear on this screen. Select the merchant you wish to pay and complete the payment information as requested and click "OK."

### **Canceling a Payment**

1. For payments that are scheduled but have not yet been debited from your account select "Scheduled Payments" under the "Bill Pay" menu.
2. Select "delete" on the payment you wish to cancel.

### **Placing a Stop Payment**

1. Payments are deducted from your account on the date they are sent. Most payments take between 2 to 5 days to be received by the merchant. Payments may be stopped if the payment was not received by the merchant and the payment amount can then be credited back to the account from which it was withdrawn
2. To stop a payment please contact the Bill Payment Customer Service at 866-748-9326