



## Personal Online Banking FAQ

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

Online Banking lets you use a personal computer to conduct your banking through the Internet, including balance inquiries, funds transfer, paying bills and more.

### **How much does Online Banking cost?**

Online Banking is FREE.

### **What are the software and hardware requirements?**

All you need to use Online Banking is a secure browser and any computer that accesses the Internet.

### **How do I enroll for Online Banking?**

Customers with accounts at Hiawatha National Bank may enroll in Online Banking by choosing "Enroll" from the home page.

### **How do I change my password?**

To change your password at anytime, click the "Change Password" link (found by clicking the "Options" button.)

### **What happens if I forget my Online Banking password?**

Click on the Forgot Password link and enter your Access ID. Your current Password will be emailed to you at a pre-defined e-mail address (defined in your caller record). When you log in, you will be forced to change your Password for security reasons.

### **How do I properly exit / quit Online Banking?**

To properly exit / quit Online Banking you must click on the "Log Off" button.

### **How do I contact the bank if I have a question or comment about Online Banking?**

If you have any questions, comments or concerns you can e-mail us at [clientservices@hnbank.com](mailto:clientservices@hnbank.com) (Please do not include any confidential information when sending e-mail messages) or call us at (888)460-8723.