



## ONLINE BANKING

[www.austinbank.com](http://www.austinbank.com)

### First Time Users:

- Click on "ENROLL NOW"
- Enter requested information
- Click **Enroll**
- Read Agreement and click **I Agree** to proceed
- Select User Name and Password
- Click **Continue**

### The first time you access your accounts a very brief enrollment process is required:

- Enter email address, if not already in the system
- Select and answer three Challenge Questions
- Select whether the computer you are using is to be registered
- Click **Continue**

You will then be asked about enrolling in Mobile Banking. You may choose **Enroll**, **Ask Me Later** or **Decline**.

### Return Users:

- Enter User Name and Password
- Click on LOGIN
- If you are using an unregistered computer, you will be asked to answer security questions.

### Use Buttons and Drop Down Menus to:

- List accounts
- Click on account name for services on a specific account
- Transfer funds
- View transactions and check images
- Select Profile and sign up for Mobile Banking
- Online Help and much more!

## ONLINE BANKING ALERTS

Avoid overdrafts • Add security • Monitor changes

### Checking Account Alerts:

- Low balance
- Withdrawals
- Deposit Alerts

Sign up through your Online Banking Account/Alerts. Message Alerts are also available for Savings, CDs and Loans.

Click **Log Out** to exit.

*Access your account information  
24 hours a day, 7 days a week.*

## Austin Mobile™ ...that's smart banking

Sign up through your Online Banking account, select Profile, then Mobile Banking. Download our app from Apple iTunes or Google Play Store.



## BANK BY PHONE

**Call 903-586-2265 or 1-888-758-2265**

- Choose English or Spanish
- Choose from voice-prompted menu
- Enter Customer Identification Number  
*"Customer Identification Number" is usually the last 4 digits of account holder's social security number. For security purposes, we strongly recommend changing this initial password the first time you call into Bank by Phone.*
- You can now:
  - \* Obtain your account balance
  - \* Transfer funds between accounts
  - \* Verify deposits and withdrawals
  - \* Obtain your loan balance
  - \* Make loan payments from your Austin Bank account
  - \* Verify loan payments
  - \* Fax a statement to yourself (fee may apply)

## For assistance contact the Customer Care Center

Give us a call, we love to help! • 1-800-644-9275

7:00 a.m. - 7:00 p.m. Monday through Friday

email: [customercare@austinbank.com](mailto:customercare@austinbank.com)

**Don't forget to sign up for unlimited Free Bill Pay and eStatements.**



Member FDIC

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