



ONLINE BANKING

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 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

Download our app from Apple iTunes or Google Play Store. After completing a short series of enrollment screens following the prompts provided, you will be ready to use the Austin Bank app.



** Enrolling for use of the app will also enroll you in Online Banking if you have not previously done so. **

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

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

8:00 a.m. - 12:00 p.m. Saturday

email: customercare@austinbank.com

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



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