



## Online Banking and Bill Pay FAQ's

### Question #1

Can Salem Co-operative Bank's Online Banking system remember my Sign-On ID and Password so that I don't have to re-enter it each time I enter it into the system?

**Answer:** No. For security reasons, the Online Banking product will not remember a Sign-On ID or Password. You will need to enter both each time you wish to begin a Salem Co-operative Bank Online Banking session.

### Question #2

How do I change my Online Banking password?

**Answer:** If you wish to change your password click on Account Services tab then the My Profile tab. Enter your Current Password, enter a New Password, and enter Confirm new password. Click Save and your password change is complete. Use this new password the next time you sign on to Online Banking.

### Question #3

What do I do if I forget my Sign-On ID or Password?

**Answer:** If you forget your Sign-On ID or Password, or if you are locked out you will need to contact the Online Banking Department at Salem Co-operative Bank during business hours at (603) 893-3333 or visit the Main Office at 3 South Broadway, Salem, NH 03079 or the Methuen Office at 284 Merrimack Street, Methuen, MA 01844 (978)682-1010.

### Question #4

How many characters must my Sign-On ID and Password be for Online Banking? Are there any special requirements?

**Answer:** Both your Sign-On ID and Password must be at least 8 characters long, and can be made up of any combination of letters and/or numbers and/or the following special characters in the password field: ^!+&@-.,: #\$\_?'()[]]. Sign-On IDs are **NOT** case-sensitive, Passwords are case-sensitive.

### Question #5

What types of accounts are included in Online Banking?

**Answer:** You can access the following types of accounts: (Please note that balances and histories will be available for all of these accounts. Some accounts will be limited, however, as to what transactions customers are authorized to process using the Online Banking system.)

- Checking
- Savings
- Loan/Mortgage
- CD's/Retirement

## Question #6

Can I have more than one checking account linked to Online Banking?

**Answer:** Yes. You can link all of your checking accounts and any other accounts that you have ownership rights on to Online Banking. When you enroll online, you will be asked to provide which active accounts you would like to have linked to Online Banking. If you open new accounts at a later date, you will have the option of linking them to Online Banking at that time.

Note: Only checking accounts can be linked to the Bill Payment functions in Online Banking.

## Question #7

How current is Online Banking information?

**Answer:**

- All posted transactions are immediately viewable through Online Banking, as our system is online/real-time.
- Online Banking initiated transactions such as transfers between two accounts will update immediately.
- Certain transactions, such as ATM/Debit Card and Point of Sale can take longer to clear. These transactions will not show up on or be deducted from your Online Banking account balance until they have cleared through the Bank.

## Question #8

What if Online Banking goes down? Will my payments be made; will my transfers go through?

**Answer:** If Online Banking is down, all transactions you had already processed, prior to the system going down, will go through. If you were in the middle of a transaction and there is a question as to whether the system has received the request, you may contact the Bank at (603) 893-3333 to ensure that your transaction request has been accepted.

## Question #9

How do I add an account to Salem Co-operative Bank's Online Banking product after my initial enrollment?

**Answer:** You can add accounts from the **Account Services** page.

To access Account Management services:

1. Click on Account Management tab after signing onto Online Banking.
2. Click Account Services from the links on the left side of the page.

To add an account:

1. Click the Add New Account button. The Add Account Page displays.
2. In the Account Number field, type the account number you want to add to Online Banking.
3. Select the type of account from the Account Type dropdown list.
4. Type a nickname for the account in the Nickname Field. This is the name that appears on the Account Overview page.
5. Click Submit. If the information you entered matches the account information in the Online banking system, the Add Complete page displays.

6. Your request will be reviewed by the Bank and the new account will be added to your Account Overview.

If you have already completed the enrollment application to become an Online Banking user but have not received your Sign-On ID and Password you must wait until you, receive these items to request that accounts be added to your Online Banking access. Do not re-enroll to add accounts!

### Question #10

Am I able to see my Debit Card holds and authorizations that have not posted yet?

**Answer:** Yes. In Online Banking on the Accounts Overview page click your checking account name hyperlink then View Account Holds.

### Question #11

What is the funds transfer cut-off time? What about recurring transfers?

**Answer:**

- One-time transfers are processed immediately; there is no "cut-off" time, as Online Banking is an online/real-time system.
- Future dated or recurring transfers between accounts are made during overnight processing.
- If a transfer is scheduled to be processed on a weekend or Bank holiday, it will instead be done on the business day prior to the scheduled date. For example, if a recurring or future dated transfer is scheduled to be made on a Saturday or Sunday, it will be processed on the previous Friday at 4:00 a.m.
- Funds transferred to checking accounts through Online Banking may not be immediately available for ATM or point-of-sale withdrawals.

### Question #12

If I already have a scheduled transfer(s) set up between accounts with Salem Co-operative Bank, can I edit or stop these transactions using Online Banking?

**Answer:** No. If you have previously arranged for a recurring transfer between accounts including automatic loan payments, but did not do so using the Online Banking system, you will not be able to change any details of those transactions online. Please call Salem Co-operative Bank at (603) 893-3333 or visit the Main Office at 3 South Broadway, Salem, NH 03079 or our Methuen Office at 284 Merrimack Street Methuen, MA 01844 to make any changes.

## **Bill Payment FAQ's**

### Question #1

How do I set up the Bill Payment service?

**Answer:** Go to Online Banking and click on "Payments" tab on the top right of the screen. Click on the "Pay your bills" hyperlink. You may only make bill payments from a checking account.

### Question #2

What if I have questions on how to use Bill Payment or need additional help?

**Answer:** You may call our Bill Payment Customer Support telephone number at 844-843-9383. Support is available during 7:00 a.m. to 1:00 a.m. Eastern Time, 7 days a week.

### **Question #3**

Should the processing date be the actual due date of the bill?

**Answer:** No, you should always schedule your bill payments prior to the actual due date. We suggest that you allow a minimum of five to seven business days for check payments, and a minimum of three business days for electronic payments. The daily cut-off time for Online Bill Payment processing is 10:00 p.m. Eastern Time.

### **Question #4**

When is the last opportunity for me to change or cancel a scheduled bill payment?

**Answer:** You can change or stop a payment as long as the item is still in a pending status. If a recurring payment is cancelled, future payments on the recurring schedule will not be affected; however, you will need to reschedule the cancelled payment if you want it to be paid.