

# Our Anstaff Bank App

## Questions about our Anstaff App?

If you have questions or concerns, please [contact your local Anstaff Bank location](#) or call **800)445-5745 or (870)438-5214** during regular banking hours.

You may also contact us online by [email](#).

## Anstaff Mobile Money keeps you in control

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**Anstaff Mobile Money is the ultimate on-demand service. With it you can now monitor your accounts using your mobile phone... receive alerts, view accounts, even transfer funds whenever you need to. Wherever you happen to be.** You decide how you'll use it! Request a text message be sent if your balance falls below \$50 or when your direct deposit is in your account!

And you don't need Internet access on your phone to take advantage of Anstaff Mobile Money. You can send a simple text message to:

- View account balances
- View transaction history

**Message and data rates may apply.**

If you do have Internet access from your phone, it gets even better. You can log on to:

- View account balances
- View transaction history
- Transfer funds between accounts
- Even pay your bills!

**With Anstaff Mobile Money, your information is fully secure.**

Anstaff Mobile Money is as secure as a vault. With multiple layers of authentication, you'll never have to worry about the wrong people getting your information. A personal password and phone activation code keep your information safe.

**Enroll now.**

Anstaff Mobile Money is available to anyone currently enrolled for our Online Banking service. To enroll, log on to Online Banking and select Anstaff Mobile Money and then SIGN UP.

## What is Anstaff Mobile Money?

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Anstaff Mobile Money is our mobile service that brings banking to your phone. Anstaff Mobile Money allows you to monitor your account from your phone at any time.

## What can I do with Anstaff Mobile Money?

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Anstaff Mobile Money allows you to:

- View account balances
- View transaction history
- Transfer funds
- Pay bills
- Receive text alerts

## My phone doesn't have Internet access. Can I still use Anstaff Mobile Money?

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Yes. All you need is a phone with text messaging. You can receive account alerts and send a text to view account balance or transaction history.

SMS Text Banking messages are not encrypted and there is no application time out. If your phone or device is lost or stolen, you should deactivate the service. Unless the service is deactivated, it may be possible for another person in possession of the phone to view any text messages stored on the device, and see information such as account balances and recent history.

## How do I enroll in Anstaff Mobile Money?

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Log on to Online Banking. Select Anstaff Mobile Money and then SIGN UP. Make sure you have your phone handy.

## Are there guidelines for creating account "nicknames"?

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During enrollment, you are given the option of providing "nicknames" for your accounts. Choosing an appropriate nickname is especially important if you use the SMS text service for Anstaff Mobile Money, because your HIST inquiries use the nickname. It's also included in the account history message returned by the financial institution.

For this reason, the nickname should be as short as possible. There is a maximum of ten characters, and fewer than five is recommended if you plan to use the SMS text service.

An SMS text message can contain only 160 characters total. Using as few as possible in your account nickname helps ensure that your account information will fit into a single message.

## **How do I access Anstaff Mobile Money?**

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Once you enroll for Anstaff Mobile Money, you'll receive a text message with instructions on how to get started.

## **What phones are supported for Anstaff Mobile Money?**

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Any phone with text messaging capabilities can take advantage of Anstaff Mobile Money.

## **Is Anstaff Mobile Money secure?**

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Yes. A personal password and phone activation code keeps your information safe.

No non-public personal data is sent to or stored on the mobile banking devices and sensitive information is not available even if someone else gains access to the device. However, you should help protect your personal information by keeping the following guidelines in mind:

1. SMS Text banking uses the phone number associated with your device for authentication. If the device is lost or stolen, you should deactivate your SMS Text banking service immediately. If the service remains active, another person in possession of the phone can use your SMS Text banking service to see account balances and transaction history.
2. Do not store text messages from SMS Text banking. They could be read by another person, and may contain information such as our contact SMS Text number and account nicknames that would allow another person to access your SMS Text banking.
3. Do not store your Internet banking password in the device browser. Storing the password would potentially allow another person to follow the bookmark and log in. Quit out of the browser after each Internet banking session to erase session information and keep an unauthorized person from using the "back" browser function to re-enter your Online banking.

## **Can I use Anstaff Mobile Money on more than one phone?**

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Yes. You can add phones, change services or cancel at any time from the Anstaff Mobile Money setup screen.