

New Online Banking and Mobile Banking System

Client Questions and Answers

Why is Home Federal changing their online banking system?

We are upgrading our online banking system as part of our ongoing effort to provide clients with state of the art banking functionality, convenience, and security. Our new online banking system offers robust online banking functionality on all of your devices, and will enable you to bank anytime, anywhere like never before.

When will the upgrade take effect?

Online banking for personal use was upgraded on November 29, 2016. Between the months of February 2017 and April 2017 business online banking will also be upgraded. An email communication will be sent to each business user with information on when they will be upgraded as well as instructions and helpful tips.

Is there any action required to start using the new system for personal use?

Yes. It is important that you either update or validate your contact information right away in order to enable you to log into the new system. It is critically important that we have your accurate email address in our current online banking system. Without your email address, you will not be able to log into the new system for the first time.

It is also a good idea to update all of your contact information so we can provide timely service to you, in the event you need our assistance.

You can update your email address while logged into our current online banking system by going to "Options". You can also update all of your contact information by submitting our online Change of Address form or by contacting your local bank representative. For additional service, you can also contact our Client Services department at 866-535-1223.

Will I have to re-register for the new online banking?

No. If you are already registered for our current online banking system, you will still have access to the new system. You will be asked to setup a password and follow a few steps during your first login attempt with the new system. During these initial steps, you may reuse your current password.

Will my Bill Pay information be available in the new system?

Yes. You will still have access to the same Bill Pay service, and all of your information will be available in the new system. This includes payments you have already scheduled inside the Bill Pay service.

Will scheduled transfers that I have set up directly in the old system convert over to the new system?

Unfortunately, no. Unless your transactions are scheduled within our Bill Pay service, they will need to be reentered. Due to the complexity of transfers and their frequency, we ask all account holders to setup their reoccurring transfers within the new system. Please make note of all your scheduled transfers so you can set them up once you log into the new system. If you need assistance, please contact one of our representatives.

Will ACH, Wires and Remote Deposit Capture be changing?

Yes. Procedures are available on the [JustCallHome](#) site to assist you with ACH, Wires and Remote Deposit Capture. You can also contact our Client Services department at 866-535-1223 with any questions or to request personalized training on the new system.

Will my transaction history transfer over to the new system?

Yes. Your history will be available back to January 1, 2015. Your transaction history is also always available on your eStatements.

Will I have access to my prior eStatements?

Yes. You will also have access to over 2 years of eStatements.

Are there minimum browser requirements for this new system?

Yes. Your browser should be updated to the latest version available from your browser provider — not just to ensure compatibility with the new online banking experience, but also to ensure that your online banking is as secure as possible. Your browser must also be HTML5 compatible (which the latest versions of most browsers are). Browsers below the following requirements will not provide functionality: Internet Explorer – Version 10 and below; Firefox – Version 24 and below; Chrome – Version 30 and below; Safari – Version 6 and below.

Can I use this on my phone/tablet?

Absolutely. Our new online banking system will provide you the ability to bank anytime, anywhere, from any device—conveniently and securely. You can download the app on any Android or Apple device, and it will provide a consistent experience with banking from your desktop. If you're on a platform that isn't Android or Apple, you can always access online banking via your HTML5-compatible mobile browser.

Apple app users can simply update the app to experience the great new features. Android users will need to delete our old app from their phone and then download the new app from their app store. Search for "Home Federal Savings Bank, JustCallHome" to find the correct Home Federal app within the store.

What is a unified experience?

A unified experience simply means that the look and feel of your online banking is consistent on all of your devices. It does *not* mean that the exact same features and functions are available on every device. It is intended to improve your experience by making navigation simple and familiar regardless of device.