



## Frequently Asked Questions Consumer Mobile Apps: iPhone/Android

### **What is the Uwharrie Bank e-zMobile Banking App?**

The Uwharrie Bank e-zMobile Banking App is a service which enables you to access account information and transfer funds from an iOS or Android mobile device.

### **How does the Uwharrie Bank e-zMobile App work?**

The e-zMobile App may be downloaded from the iTunes App Store or Android Market via mobile device or computer. Should you download the e-zMobile app by computer, the mobile device must be connected to the computer for installation of the app.

After the app is installed, log in to e-zMobile Banking using the same user ID and password as used for online banking. E-zMobile does not require additional login credentials. Once logged in, you can:

- Access Your Accounts - View account balances and account history.
- Make Transfers - Account transfer via e-zMobile Banking requires the availability of multiple accounts through online banking.
- Pay Bills - Pay your Bills right from your phone.
- Deposit Checks - Save time by depositing your checks without visiting a Bank branch.
- Locate an ATM/Branch - Locate an ATM or branch nearest you.
- Contact Us - Contact customer service quickly right from the e-zMobile App.

### **Is the Uwharrie Bank e-zMobile App currently available to all users?**

The Uwharrie Bank e-zMobile App is currently available to all online banking users who own an iPhone, iPod Touch or iPad device, Kindle Fire or an Android mobile or Tablet device. Access to a data wireless plan or WIFI is required.

### **Is it safe to bank using the Uwharrie Bank e-zMobile App service?**

Yes. In order to protect your privacy, you must authenticate yourself on each individual mobile device using the same information used for online banking. All communication between your mobile device and the mobile banking server is encrypted. In addition, passwords and account information are never stored on the mobile device.

### **How many transactions are displayed on my device?**

30 days history is displayed when an account is selected on the **Accounts** tab. Scroll to see all transactions. 180 days history is available by selecting '**View More Transactions**'.



**What funds transfer options are available?**

Immediate transfers between accounts may be initiated using the **Transfers** tab. Scheduled transfers are not accessible via e-zMobile Banking.

**How do I log out?**

Select the **Top right** button at the top right of the page to exit Uwharrie Bank e-zMobile Banking and return to the Log In screen.

**Is a password needed for the Mobile App?**

Yes. Utilize your current online banking username and password for the Uwharrie Bank e-zMobile App. E-zMobile does not require additional login credentials.

**I have disconnected my mobile device. Will my service continue to work?**

You must have a mobile device with an active wireless data plan or WIFI network to utilize the e-zMobile App.

**Is assistance available through my mobile device?**

Click the **Contact Us** tab to find our support phone number (704-991-2800) and email address ([eBanking@uwharrie.com](mailto:eBanking@uwharrie.com)). For assistance regarding your mobile device and/or wireless Internet connectivity, contact your wireless provider.

**My session timed out pretty quickly, can I change the timeout value?**

Ten minutes is the only timeout option. For your security and protection, the session times out when there has been no account activity for ten minutes, and the Uwharrie Bank e-zMobile App login page displays a **Session Expired** message.