

## **Q What is Online Banking?**

A Online Banking allows customers of Peoples State Bank of Bloomer secure and convenient access to their accounts using the internet 24 hours a day, 7 days a week.

## **Q How much does Online Banking cost?**

A Online Banking is FREE for Peoples State Bank of Bloomer customers.

## **Q How can I get started using Online Banking?**

A As a customer of Peoples State Bank of Bloomer, you can start Online Banking by completing an Online Banking application at the location of:

1401 Main Street  
Bloomer, WI 54724

## **Q How do I Use Online Banking?**

A You will need to enter your login identification and password. You will then be shown a list of your accounts that you have chosen to connect to Online Banking and the balance in each. If you want more detail, or want to carry out a transaction, just select the function.

## **Q Why doesn't my Online Banking PIN work?**

A There could be several reasons. You may be entering the wrong PIN. You could also be locked out of the Online Banking system. You are allowed three login attempts. On the third attempt, if invalid, you are locked out of Online Banking. In addition, if you have not logged into Online Banking in the past 90 days, you may be locked out of the system because of "inactive status". If you get locked out, please contact us.

## **Q What should I do if I think someone has my access codes?**

A Contact Peoples State Bank of Bloomer immediately at (715) 568-1100 during regular business hours.

## **Q When will transactions show in my account?**

A Transaction requests received after 4:00 pm on business days and all transactions which are requested on Saturday, Sunday or holidays on which Peoples State Bank of Bloomer is closed will be processed on the next business day.

## **Q How do I add or delete my existing Online Banking accounts?**

A Contact Peoples State Bank of Bloomer. You must be an authorized signer on the account.