

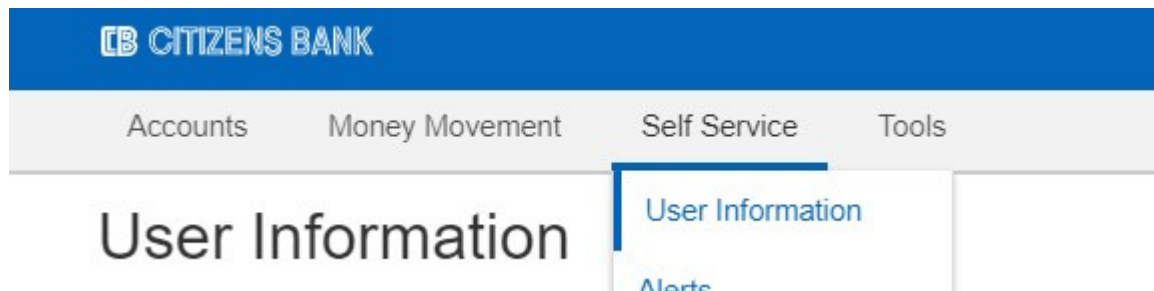
## Text Banking - Enrollment



### **Text Banking Enrollment**

To enroll in Text Banking you must have a current login to Online Banking. If you do not have an active login to Online Banking, please contact a Customer Service Representative at 1-877-99-CBOTS.

To enroll in Text Banking, please log into Online Banking from the links provided on our website: <https://www.cbots.com>. Once logged in click on the Self Service menu and select User Information.



## Text Banking - Enrollment

From the User Information screen, click on the **Mobile Banking** link.

**CB CITIZENS BANK**

AccountsMoney MovementSelf ServiceTools

User Information

User Information

Username/Password

Username:

Password:\*\*\*\*\*

E-mail

Primary:

Secondary:-- -- -- --

Mobile Banking Phones

Mobile Banking

None on record

Text Alerts

Phone:

## Text Banking - Enrollment

This page will show you your currently enrolled mobile devices. To enroll a new mobile device, click on the ADD TEST BANKING button.



### Mobile Management

Welcome to Citizens Bank The Mobile Way

[Frequently Asked Questions](#) | [Close Mobile Banking](#)

My enrolled mobile devices:

ADD TEXT BANKING

You do not have any mobile devices enrolled for Citizens Bank The Mobile Way.

[Add text banking](#)

#### Text Banking

Use text messaging (SMS) to:

- Get account balances
- View recent transaction history
- Send HELP to 49794 for more information, send STOP to 49794 to opt-out
- One text message per query. Message and Data rates may apply
- For support, call 478.552.5116

[Text Banking Commands >>](#)

#### Mobile Banking

You can enroll directly in mobile banking from the downloaded mobile app. To change a phone number enrolled in Mobile Banking, uninstall and reinstall the app and then re-enroll in the app with the new phone number. Click the following link from your mobile device to download the application, or search Citizens Bank The Mobile Way in your device's app store.

- Get account balances
- View recent transaction history
- Pay bills
- Transfer funds between accounts
- Find ATMs and branches

[Mobile Banking URL >>](#)  
[How to download the app >>](#)

## Text Banking - Enrollment

Select your Mobile Carrier from the drop down list and enter your mobile phone number. Once completed, click VIEW TERMS AND CONDITIONS TO PROCEED.



### Welcome to Citizens Bank The Mobile Way

[Close Mobile Banking](#)

#### STEP 1

Enroll your mobile device for text banking

#### STEP 2

Activate Text Banking

Mobile Carrier:

Verizon Wireless

Enter disclaimer text specific to Verizon. If a disclaimer is not specified, the default is used: To receive more information, text HELP to 49794. **Message and Data Rates May Apply.** Account holder authorized changes to appear on wireless bill or be deducted from prepaid balance.

To opt-out at any time, text STOP to 49794.

Enter your mobile phone number: (555) 555-5555

**Supported Carriers:** AT&T, Sprint, T-Mobile®, Verizon, U.S. Cellular®, Alaska Communications Systems (ACS), bandwidth.com (includes Republic Wireless), Bluegrass Cellular, Boost Mobile, CableVision, Carolina West Wireless, CellCom, Cellular One of N.E. Arizona, C Spire Wireless (aka Cellular South), Chariton Valley Cellular, Chat Mobility, ClearTalk (Flat Wireless), Copper Valley Telecom, Cricket Wireless, DTC Wireless, Duet Wireless, East Kentucky Network (Appalachian Wireless), ECIT/Cellular One of East Central Illinois, GCI Communications, Google Voice, Illinois Valley Cellular, Inland Cellular, iWireless, Leaco Rural Telephone Cooperative, MetroPCS, Mid-Rivers Communications, Mobi PCS, MobileNation/SI Wireless, MTA Wireless/Matanuska Kenai, MTPCS Cellular One (Cellone Nation), Nex Tech Communications, Northwest Missouri Cellular, nTelos, Panhandle Wireless, Pine Cellular, Pioneer Cellular, Plateau Wireless, Rural Independent Network Alliance (RINA), Sagebrush Cellular aka Nemont, SouthernLINC, SRT Communications, Thumb Cellular, TracFone (AT&T), Union Telephone, United Wireless, Viera Wireless, Virgin Mobile, West Central Wireless.

**Getting help or support.** To get help, email us at [ibmobile@cbwc.com](mailto:ibmobile@cbwc.com), or call us at 478.552.5116. From your mobile phone, you may request our contact information at any time by texting HELP into shortcode 49794. One message per query.

CANCEL

**VIEW TERMS AND CONDITIONS TO PROCEED**

## Text Banking - Enrollment

The Terms and Conditions will present. Please click the select box to accept and then click ACCEPT.

any messages you send (e.g., mobile telephone number, From field in text message, etc.)

### SECTION B

#### END USER LICENSE AGREEMENT TERMS FOR THE DOWNLOADABLE APP

To be Agreed to by End User Prior to Use of the Downloadable App

1. Ownership. You acknowledge and agree that a third party provider or licensor to your financial services provider ("Licensor") is the owner of all right, title and interest in and to the downloaded software to be used for access to Mobile Banking services from your financial services provider and the computer programs contained therein in machine readable object code form as well as any accompanying user documentation along with all subsequent copies, updates or versions thereof which are made available to you (if any), regardless of the media or form in which they may exist (collectively the "Software").

2. License Subject to the terms and conditions of this Agreement, you are hereby granted a limited, nonexclusive license to use the Software in accordance with the terms of this Agreement. All rights not expressly granted to you by this Agreement are hereby reserved by the owner of the Software. Nothing in this license will entitle you to receive hard-copy documentation, technical support, telephone assistance, or updates to the Software. This Agreement may be terminated at any time, for any reason or no reason. Upon termination, you agree to immediately destroy all copies of the Software in your possession or control.

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4. Disclaimer Warranty. THE SOFTWARE IS PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT. NO WARRANTY IS PROVIDED THAT THE SOFTWARE WILL BE FREE FROM DEFECTS OR VIRUSES OR THAT OPERATION OF THE SOFTWARE WILL BE UNINTERRUPTED. YOUR USE OF THE SOFTWARE AND ANY OTHER MATERIAL OR SERVICES DOWNLOADED OR MADE AVAILABLE TO YOU THROUGH THE SOFTWARE IS AT YOUR OWN DISCRETION AND RISK, AND YOU ARE SOLELY RESPONSIBLE FOR ANY DAMAGE RESULTING FROM THEIR USE.

5. Limitations of Warranty. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT WILL LICENSOR, THE PROVIDER OF ANY FINANCIAL SERVICES AVAILABLE THROUGH OR RELATED TO THE SOFTWARE, ANY OF THEIR CONTRACTORS OR PROVIDERS OR ANY OF EACH OF THEIR AFFILIATES BE LIABLE FOR ANY DAMAGES ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE, INCLUDING BUT NOT LIMITED TO ANY GENERAL, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, AND REGARDLESS OF THE LEGAL OR EQUITABLE THEORY (CONTRACT, TORT OR OTHERWISE) UPON WHICH ANY CLAIM IS BASED. IN ANY CASE, LIABILITY OF LICENSOR OR ANY OF THE OTHER PERSONS OR ENTITIES DESCRIBED IN THE PRECEDING SENTENCE ARISING OUT OF THE USE OR INABILITY TO USE THE SOFTWARE SHALL NOT EXCEED IN THE AGGREGATE THE LESSER OF \$10.00 OR THE SUM OF THE FEES PAID BY YOU FOR THIS LICENSE.

6. U.S. Government Restricted Rights. The Software is commercial computer software subject to RESTRICTED RIGHTS. In accordance with 48 CFR 12.212 (Computer software) or DFARS 227.7202 (Commercial computer software and commercial computer software documentation), as applicable, the use, duplication, and disclosure of the Software by the United States of America, its agencies or instrumentalities is subject to the restrictions set forth in this Agreement.

7. Miscellaneous. This Agreement constitutes the entire agreement between the parties concerning the subject matter hereof. This Agreement will be governed by and construed in accordance with the laws of the state of Florida excluding that body of laws pertaining to conflict of laws. If any provision of this Agreement is determined by a court of law to be illegal or unenforceable, such provision will be enforced to the maximum extent possible and the other provisions will remain effective and enforceable. All disputes relating to this Agreement are subject to the exclusive jurisdiction of the courts of Florida and the parties expressly consent to jurisdiction and venue thereof and therein. The parties confirm that this Agreement and all related documentation is and will be in the English language. The application of the United Nations Convention on Contracts for the International Sale of Goods is hereby expressly waived and excluded.

8. Content and Services. Neither Licensor nor the provider of the wireless network is the provider of any financial services available through or related to the Software, and neither Licensor nor the provider of the wireless network or any contractor of the provider of the financial services available through or related to the Software, is responsible for any of the materials, information, products or services made available to you via the Software.

I have read, understood and agreed on the Terms and Conditions of Use for Citizens Bank The Mobile Way and so signify by clicking "I accept the Terms and Conditions of Use" and proceeding to use the product.

☒ **I accept the Terms and Conditions of Use**

[Privacy policy](#)

ACCEPT

REJECT

## Text Banking - Enrollment

You will be returned to the screen showing your enrolled devices and the carrier. Ensure that Text Banking is checked and click CONTINUE.



### Welcome to Citizens Bank The Mobile Way

[Close Mobile Banking](#)

STEP 1

Enroll your mobile device for text banking

STEP 2

Activate Text Banking

#### My Enrolled Devices

Verizon Wireless [\[Edit\]](#)

Your mobile device is enrolled for text banking. To start using Citizens Bank The Mobile Way text banking, you need to activate the service on your mobile device.



#### Text Banking

Use text messaging (SMS) to:

- Get account balances
- View recent transaction history
- Send HELP to 49794 for more information, send STOP to 49794 to opt-out
- One text message per query. Message and Data rates may apply
- For support, call 478.552.5116

CONTINUE

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## Text Banking - Enrollment

You will then be presented with a screen that contains a 6 digit activation code. You will also receive a text alert from short-code: 49794. You must send the 6 digit activation code as a reply to this text alert. This will complete the activation process.

Welcome to Citizens Bank The Mobile Way [Close Mobile Banking](#)

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STEP 1: Enroll your mobile device for text banking

STEP 2: **Activate Text Banking**

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[Verizon Wireless](#)

You must use your mobile device to complete the activation process within 24 hours.

If your activation code expires, visit <https://olb.cbwc.com> to get a new activation code.

Your Activation Code: **452**

Expires at [redacted]

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Activation Instructions [PRINT ACTIVATION INSTRUCTIONS](#)

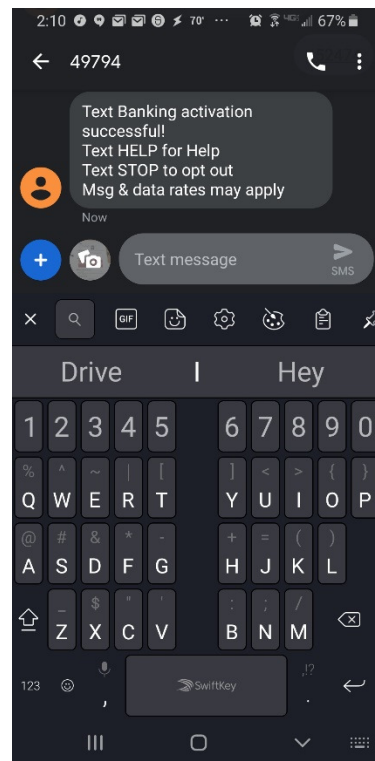
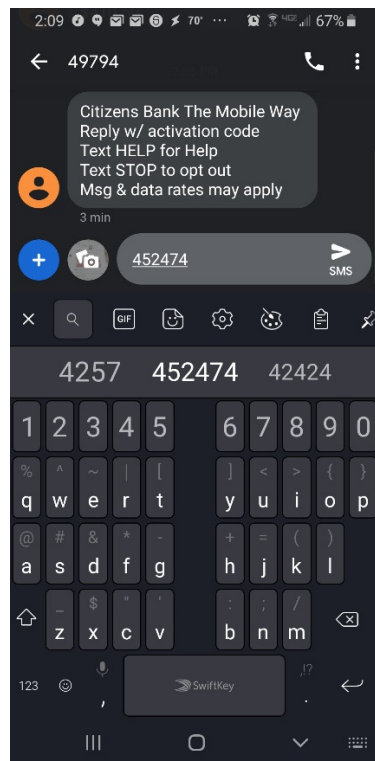
You have successfully enrolled (478) 232-1658 for Text Banking!

To start, you'll need to activate Text Banking on your mobile device. Activation ensures a secure association with your device. It's easy, just follow these steps:

- Get text banking message.**  
If you are activating Text Banking, a text (SMS) message will be sent to: (478) 232-1658 from 49794. 49794 is the SMS code for Citizens Bank of Washington County.

- If you have not received the message in 10 minutes, or if you are re-activating Text Banking on this phone, send us your activation code by SMS to 49794. Reply HELP to 49794 for Help, STOP to 49794 to opt-out. Message and Data rates may apply. One text message per query.
- If (478) 232-1658 is not your phone number, please go to <https://olb.cbwc.com> to edit or change your phone number.

Your activation code will be different per enrollment.



## Text Banking - Enrollment

Once enrolled, your User Information will show your Mobile Banking phone number in the following location.

# User Information

## User Information

### Username/Password

Username:



Password:

\*\*\*\*\*



### E-mail

Primary:



Secondary:



### Mobile Banking Phones

[Mobile Banking](#)

< Your Number Appears Here

### Text Alerts

Phone:





## Text Banking - Enrollment

### Useful Information

## Text Banking Commands

### FUNCTION COMMAND DESCRIPTION

Balance B Summary of available balances for all accounts

History H Summary of recent transactions per account

Command C List of available Text Banking commands

Help HE Help content for Text Banking

Login L Receive a URL for the Citizens Bank of Washington County

Mobile Browser website

Stop S De-activate all Citizens Bank of Washington County text services

### Text Banking Shortcuts

Shortcuts help you access specific account balance or transactions quickly by telling us both the

command and account number at the same time.

**B #** Receive the balance of a specific account using the account number assigned by Text Banking. An example shortcut command is B 1 or BAL 1.

**H #** Receive the transaction history of a specific account using the account number assigned by Text Banking. An example for this shortcut command is H 1 or HIST 1.