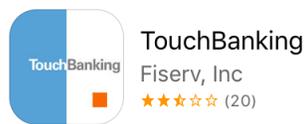


Sign up for Mobiliti.....Norstar's Mobile Banking!

REMEMBER: You will need to have an eligible Norstar Online Banking Account before registering for any Mobile Banking Services.

Register for the App:

1. Download the App from the appropriate store by searching "TouchBanking" on your device or using one of the links below:
 - a. iPhone: <https://itunes.apple.com/us/app/touchbanking/id386678211>
 - b. Android: <https://play.google.com/store/apps/details?id=com.fiserv.touchbanking&hl=en>



Example of the App

2. Launch the app. When prompted, enter **norstarfcu** for App Code and your Norstar Online Banking Logon ID.
3. Answer the Challenge Question if presented with one.
4. Enter your Norstar Online Banking Security Code when prompted with Password.
5. Once logged in, if you see accounts that you do not want to show in the future, log into your Norstar Online Banking Account on your computer and do the following steps:
 - a. Go to the "Self Service" tab
 - b. Go to "Mobiliti" under Additional Services
 - c. Click Ok
 - d. Go to the "My Accounts" tab and edit your accounts how you would like them
 - e. You may also want to go to the "My Services" tab and change your time zone

Register for Mobile Browser, Text Banking, Alert Banking:

1. Log into your Norstar Online Banking
2. Go to the "Self Service" tab
3. Go to "Mobiliti" under Additional Services
4. Click on "Sign Up"
5. Once you have read through the Terms and Conditions, check the box that says "I accept these Terms and Conditions" and click "Continue" once it pops up.
6. On the right-hand side under "Other Services", choose the service(s) you want by checking the boxes next to the descriptions. A comparison of the services is found at the bottom of the page.
7. Select a Time Zone and the Accounts you want to use for these services. (The "Mobile Banking" Nickname is mainly used for Text Banking and should be very short.) Once done, click "Continue"
8. Enter your cell phone number to receive an activation code via text message, then click "Continue". ***
9. Enter the activation code into the specified box on your computer and click "Activate".
10. It will then tell you that activation has been successful and will text you instructions on how to access the services you choose on your device.

*** Message and data rates may apply. Check your mobile service provider plan for details.

Mobile Banking FAQ

Q: What is Norstar Mobile Banking?

- A. In short, with Norstar Mobile Banking, you can be sure that your credit union activities are with you at all times. You can securely access your Norstar accounts from your mobile device to check account balances, transfer funds, bill pay, and more.

Q: How can I get Norstar Mobile Banking?

- A. It's really easy to get Norstar Mobile Banking. Simply go to our website (www.norstarfcu.com) and follow the steps shown under Mobile Banking. Here is what you will need:
- An eligible Norstar Online Banking Account
 - A smartphone (iOS – iPhone, Android, Blackberry), a web-enabled device (mobile browser) or standard mobile device with text capabilities

Q: What do I do if I get locked out of Mobile Banking?

- A. All you have to do is simply contact us at **Norstar FCU – 605-448-2292!**

Q: Is there any cost for Norstar Mobile Banking?

- A. Our mobile banking is absolutely free – even more reason to use Norstar Mobile Banking. ***

*** Message and data rates may apply. Check your mobile service provider plan for details.

Mobile Banking Security FAQ

Is Mobile Banking Safe? ABSOLUTELY! You have NOTHING to worry about.

Q: Is my mobile device secure to use? I feel secure with my computer. I like to use my computer for my banking activities and I am concerned over using my phone.

- A. Rest assured. Mobile is safe to use!
- Smartphones such as iPhones, Android and Blackberry have a very controlled and secure operating system.
 - Mobile Banking uses **128 bit SSL encryption** just like Online Banking – which basically encrypts and protects any transmission of data including customer account information.
 - Mobile Banking uses strong **Firewalls** just like Online Banking – which protects from unauthorized or malicious intrusion.
 - Mobile Banking uses your **Username & Password** for access, just like Online Banking. And just like with Online Banking, your account will lock down after a number of incorrect attempts from your mobile device.
 - Mobile banking uses additional **Security Q&A authentication** for initial access to your account.

Q: What if my phone gets lost or stolen?

- A. Nobody wants their phone lost or stolen. But in the rare case that it does, you should know that your mobile banking access is secured.
- No personal information from your Mobile Banking account is ever stored on the phone. Your password is **NEVER** stored.
 - Your login session automatically times out after a **specific period** of inactivity.