

# Our NEW App Is Here! What do you do now?

## DOWNLOAD THE APP



*(If you click the badges above, you will be leaving the Lowell Five Bank Website)*

- If you currently have the Lowell Five App, delete it from your phone
- Go to the App Store
- Search for Lowell Five
- Select the Personal or Business Banking App
- Log in using your online banking user ID and password



## DON'T USE A SMARTPHONE?


### Use our new Mobile Browser App:

- Log in to your online banking account
- Go to the "Account Services" tab
- Select "Requests"
- Select "Mobile Banking Enrollment"
- Follow the on-screen instructions to register for "Mobile Browser Banking"
- A link will be sent to your device – bookmark your link

### Or, use Text Message Banking:

- Log in to your online banking account
- Go to the "Account Services" tab
- Select "Requests"
- Select "Mobile Banking Enrollment"
- Follow the on-screen instructions to register for "Text Banking"
- A confirmation link will be sent to your device
- Save text message number and options to your device contacts list as "Lowell Five Text Banking"

# Want More Information?

Can I view my account balances?	Yes. The main screen after you log in displays both current and available balances for all accounts currently enrolled.
What if I don't see an account that should be there?	First, click "Show All My Accounts." After scrolling, if you still don't see the account listed, contact Customer Service or the Online Banking Department at (978) 452-1300.
Can I view a check that cleared my account?	Yes. Click on the check icon (  ) within the transaction history to view an image of the front and back of the check.
What is "Instant Balance" on the login screen?	Without logging in, you can see your current and available balances just by opening the app and clicking on "Instant Balance!" To enable this feature, after you log in to the app, click "MORE"; then select "Instant Balance". Swipe to turn the feature on and select the account(s) you want to see using Instant Balance.
Is Mobile Deposit still available?	Yes. Select "Deposit" and then the "Deposit Check" option. Follow the on-screen prompts.
Is there a limit as to how much a customer can deposit through Mobile Deposit?	Yes. For personal banking the limit is \$5,000 per day and up to \$5,000 per deposit. For business banking the limit is \$10,000 per day and up to \$10,000 per deposit per company.

## COMING IN 2018:

- Cross-Customer Transfers • Log in with your fingerprint • Manage your debit card
- Approve Wires, ACH and Positive Pay • And more!