Commonly Asked Consumer Questions for Login

Frequently Asked Consumer Questions
Q: What do I use to Login?
A: Customers should use their previous online banking credentials to login to the new platform.
Q: What is my new Password?
A: Customers should enter their previous online banking password. They will then be prompted to validate against the core with the following:
• Social Security Number
• Account Number
• Zip Code
After successfully validating against the core, the customer will be asked to create a new password. The Password Requirements Federation Bank set forth are as follows:
• Password must have a minimum of 8 characters
• Include at least 1 alphabetical letter
• Include at least 1 number
• Special characters are optional (! @ # % $ ^ & * _ + - = ( ) [ ] { } \ : ; , . / ?)
• Password is case sensitive
Initial Login Process for Converted Consumer Users:
The process in which the converted users will follow upon their initial login to SWA (online banking) and/or the native apps (Android, iPad, or iPhone) is as follows:
• Converted Consumer Customers will use their previous online banking username and password to login to the new platform.
• Converted Consumer Customers will then be presented the Internet Banking Master Agreement in which they must select 'OK' in order to proceed
• Converted Consumer Customers will then be presented the Customer Verification screen in which they must select 'Personal or Business' from the Customer Type drop down menu.
• They will then be prompted to validate against the core with the following information:
  ▪ Full Social Security Number (SSN)
  ▪ Account Number
  ▪ Zip Code
• After successfully validating against the core, the customer will be required to create a new password with the Passcode Requirements mentioned above.
Q: I can't see my old alerts.
A: Alerts will need to be reestablished in the new online banking and mobile platform.
Q: I do not see any of my bill pay history or payees?
A: The end users will be required to re-enroll on the new system at time of launch. Federation Bank did not perform a Bill Pay conversion.

Commonly Asked Business Questions for Go Login

Perceived Business Questions
Q: What do I use to Login?
A: Business Customers should have been supplied with their login credentials by Federation Bank. Business User login credentials include the following 3 fields:
• Business Identification
• Username
• Password
The Password Requirements Federation Bank set forth are as follows:
• Password must have a minimum of 8 characters
• Include at least 1 alphabetical letter

• Include at least 1 number
• Special characters are optional (! @ # % $ ^ & * _ + - = ( ) [ ] { } \ : ; , . / ?)
• Password is case sensitive

Initial Login Process for Business Users:

In order for Business Customers to login the initial time, they must have been provided their Business

Identification, Username, and their temporary password by Federation Bank. The Business Customer login process upon their initial login to SWA (online banking) and/or the native apps (Android, iPad, or iPhone) is as follows:

• Business Customer logs in with the credentials provided by Federation Bank
• Business Customers will be presented the Enter Authentication Code page. An authentication code will be sent to the phone number or email address that is on record within the customer profile and the end user will enter it on this page.
• Business Customers will receive the authentication code and enter it on the Customer Verification Page.
• Business Customers will be presented the Phone Selection page in which they will select the delivery method for the Passcode Message; delivered either Text Message or Voice Message.
• Business Customers will then receive an authentication code delivered to the phone number by either a text message or a voice message and enter it on the Enter Authentication Code page.
• After successfully authenticating, Business customers will be prompted to create a new password based on the passcode requirements mentioned above.

Q: I don't see a feature I should have.

A: Business customers may say that they do not see a feature that they believe they should have. These inquiries will need to be directed to Federation Bank's Digital Banking department for assistance to review the claim and speak to the request.

Q: Why is my ACH batch not being approved for the amount?

A: Some Businesses have been setup with individual limits for businesses for ACH credit and debit batches. These inquiries will need to be directed to Federation Bank's Digital Banking department for assistance to review the claim and speak to the request.