

Frequently Asked Questions about Southside Bank's MobiMoney™

Q: What is MobiMoney?

A: MobiMoney is a debit card control application that gives you the ability to manage your debit card from your mobile phone. You can turn your card(s) on and off, control spending limits, set transaction alerts and more.

Q: How much does it cost?

A: MobiMoney is FREE to Southside Bank MasterCard® Advantage Check Cardholders! However, your wireless provider may charge for access or data usage based on your wireless plan.

Q: What devices are compatible with MobiMoney?

A: Any Android device using 3.xOS or newer or any Apple devices using Apple iOS6.x or newer are supported.

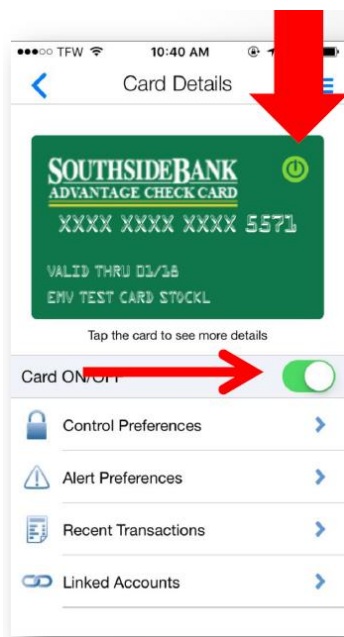
Q: How do I enroll?

A: Simply download the MobiMoney (one word) app from your App store and have your Southside Bank Advantage Check Card(s) information ready to enter. Once you begin to set your controls, MobiMoney functions immediately in real time.

MobiMoney is a product of Vantiv, LLC – be assured this is a valid Southside Bank app.

Q: How do I turn my check card on and off?

A: Green indicates that the card is “ON” and red indicates that it is “OFF”. Slide or touch the button next to Card ON/OFF to change the status of the card.



Q: How do I set controls and alerts?

A: Set under the Control Preferences and Alert Preferences tabs.

Q: Can I add my second Southside check card to my user that is tied to another account?

A: Yes. If alerts are turned on, you will receive them on all cards tied to your MobiMoney account. Cards can be added or removed by selecting “Manage Portfolio”.

Q: Will I receive alerts/notifications of transactions for other cards tied to my DDA are used?

A: You will receive notifications on the card if it is registered to the device, even if the device is not selected as the Primary. However, you would not be able to select controls on a card when the device is not registered as the primary. For example, if you add your *spouse's card* to MobiMoney, you will receive alerts associated with *their* card, but you cannot turn your spouse's card on and off from your device.

Q: Do I still need to notify the bank when traveling and planning to use my card?

A: Travel notifications still need to be submitted. This allows the appropriate cardholder exclusions to be added to the card which will supersede any fraud prevention rules in place.