

QUANTUM'S MOBILE MONEY FAQs

Enrollment

- ◆ I've read the Quantum Mobile Money Terms and Conditions but I don't see the "Continue" box.
 - *The "Continue" box will not appear until you've checked the box indicating you accept the terms and conditions. This box is located underneath the box in which the terms and conditions appear.*
- ◆ Why do I need to create a Texting Nickname for my accounts?
 - *Creating a Texting Nickname will allow you to specify which account you want to access through Mobile Money.*
- ◆ Is there a charge to use Quantum's Mobile Money?
 - *There is no charge from Quantum National Bank to use our Mobile Money service. It's just another service we provide to our customers. However, standard text message rates charged by your wireless provider DO apply. We suggest you consult your plan to be sure you don't incur excessive charges for exceeding your text message limit.*
- ◆ How many Quantum accounts may I include in Mobile Money?
 - *Quantum's Mobile Money enables you to manage multiple accounts with one login. On the "Your Details" page, simply put a check in the box next to the accounts you want to include.*
- ◆ I'm not going to sign up for the SMS/Text Message option. Do I still need to enter my cell phone number?
 - *Yes, we still need to have your cell phone number so we can activate the Mobile Money services you select and get the application installed on your smart phone. You will receive your initial activation code and installation links via text message. If you do not choose the SMS Text option, those will be the last texts you receive from us. Of course, Quantum will never share your cell phone number (nor any other personal information) with anyone outside the bank.*

SMS/Text Messaging

- ◆ Is there a way to request the balance for just one account?
 - *Texting "BAL" to 72080 will always return the balances for all the accounts you've registered for Mobile Money. You may request specific account information using the "HIST" function.*
- ◆ I recently sent a text to stop using the SMS/texting service but I've changed my mind. How do I reactivate this service?
 - *See the "Managing Your Mobile Money Options" section for instructions on how to reactivate a service.*

WAP-Browser

- ◆ I am in the login screen but there's no place to enter my User ID. What do I do?
 - *Your User ID is not required to access your accounts through Quantum's Mobile Money. Once you've verified the security image that appears on the login screen (it will be the same image that appears when you're logging into your Internet Banking), simply enter your password (again, the same one used for Internet Banking) and select the "Login" button at the bottom right of your screen.*

Managing Your Options

- ◆ I want to make changes to my initial Mobile Money setup. What do I do?
 - *The "Manage Devices" page allows you to easily and quickly make changes to your Mobile Money setup. On this page, you may change, add or delete the phone number(s) you use for Mobile Money.*
 - *You may change your services, adding a service you didn't originally select or deleting one you no longer need. It is at this point where you may also reactivate a service that you've previously stopped or deactivated.*
 - *Also on this page, you may change the accounts you have selected to include in Mobile Money.*