

National Grand Bank  
**Text Banking HELP Document**

**Text Banking - An easy way to stay on top of your finances!**

With National Grand Bank's new Text Banking, you can quickly, easily and conveniently check your account transactions, see transaction history or transfer funds on the go right from your mobile phone for FREE! These Text Banking features work on any phone that can send/receive text messages.

Please note:

- 1) *Message and data rates may apply from your wireless carrier.*
  - 2) *Some carriers may require permission to enable the mobile account for short code (SMS) messages.*
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**Enroll and Start Using Text Banking in 3 Easy Steps:**

**Step 1: Enroll**

- Login to National Grand Bank's **Online Banking Web Site**
- Go to **More Options** and click **Mobile Setup** and choose the **Text Banking** tab
- Click **Yes, enable my accounts for use on my text device**
- Enter the phone number you would like to use to receive/send text messages
- **Agree to Terms**
- Click **Submit**

**Step 2: Enable Accounts**

After you have completed the enrollment steps above, click **OK**. If you miss the popup then follow these steps:

- Select Account Display under More Options
- Select Text Accounts (located next to Online Accounts on the heading bar)
- **MUST** enter a **display name** for each account you wish to access via Text Banking - 4 characters max. Example: CHKR (CHK for Checking Account, R for Robert) or SAVB (SAV for Savings Account, B for Bonnie), etc. *(It is important you remember the display names you enter because you will only be able to perform transfers using these names. You will not be able to type in your account number and account type within text banking.)*
- **Order Accounts** (This will NOT carry over from Online Accounts order)
- Check the box next to the accounts that you wish to **Enable**.
- Click Submit

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**Step 3: Perform Transactions**

- To perform transactions, just submit a Text Command to **226563** (which is **BANKME**)
- To receive your **Balance**, text BAL or BAL plus a display name.
  - Example: BAL SAV. BAL SAV will display the savings balance assuming that you set the display name for the savings account as SAV
  - Example: BAL will display balance on **all accounts** which have been enabled
- To receive account **History**, text HIST plus a display name
  - Example: HIST SAV will display the 10 most recent transactions from the account named SAV.
- To **Transfer Funds** between accounts, text XFER plus a Display Name for the from account and plus a Display name for the to account and plus the Amount to transfer.
  - Example: XFER SAV CHK 1.00 will transfer \$1.00 from the account you named SAV to the account you named CHK.
- To receive **Information** about text banking, text HELP
- To **Stop** all text messages to mobile device (for text banking and mobile alerts/notifications), text STOP
- Refer to the table below for **Text Commands** and **Actions**

Text Command	Action
BAL or BAL (display name)	Receive Account Balance
HIST or HIST (display name)	Receive Account History
XFER (from display name) (to display name)	Transfer Funds Between Accounts
LIST	Returns a list of text banking commands available
HELP	Receive a link to this web page for information
STOP	Stop all text messages to mobile device for text banking and mobile alerts/notifications.