

# Online Banking FAQs

**Question: What is Online Banking?**

Answer: Online Banking is an Internet Link to your Fox Valley Savings Bank account relationships.

**Question: If I am not a Fox Valley Savings Bank customer can I use the Online Banking service?**

Answer: No. You must have an open account to enroll in Online Banking.

**Question: How much does Online Banking cost?**

Answer: There is no charge to use Online Banking.

**Question: Can I transfer funds from my passbook savings or certificate of deposit accounts?**

Answer: No. You may transfer funds to or from an "eligible" account. An eligible account means any checking account or any statement savings account.

**Question: What are my limitations on funds transfers?**

Answer: You may transfer collected funds through Online Banking in any amount. Under federal regulations you may make no more than six funds transfers and telephone transfers, including Online Banking transactions, per month from your savings or money market deposit account. There are no limitations on the number of transfers you make from your checking to your savings accounts.

**Question: What if I forget my password?**

Answer: Simply call Fox Valley Savings Bank at 920-921-7220 or 800-242-7880 during our normal business hours Monday – Friday 8:30 a.m. to 6:00 p.m. or email us at JPickett@FVSBank.com.

**Question: If I am a business, can I use Online Banking?**

Answer: Yes. Any authorized person for the business may enroll in Online Banking.