

Electronic Banking FAQs

Q: Is there a charge for online banking?

A: There is no charge to use our online banking services.

Q: Where do I go to enroll in FB Online Banking?

A: You may enroll either by going to our website at www.freedombk.com, or on our mobile app. Click the enroll button and provide the required information.

Q: How do I download the Freedom Bank App?

A: You can download the Freedom Bank App by searching for Freedom Bank in Google Play or the Apple App Store. Be sure to select the one with the Freedom Bank emblem.

Q: What information do I need to enroll in online banking?

A: You will need to provide the following information:

Account Type (Checking or Savings. If you have multiple accounts, you can just choose one.)

Account Number

Social Security Number

PIN (This will be the last 4 digits of your social security number)

Email Address

Q: What do I do if I can't see all of my accounts in my online banking?

A: If you're not able to see all of your accounts, please contact us at 417-846-1719 so that we may assist you in resolving that issue.

Q: Can I reset my password myself?

A: Yes. Click the Forgot Password button. It will ask you to provide your username, the last 4 digits of your social, and your email address. It will then send you a temporary password. Once you log in using that, you'll be prompted to set up your own password. You can also call your local branch for assistance if needed.