



FREQUENTLY ASKED QUESTIONS

Q. What is 1View?

A. 1View is FSBT's new digital banking platform, encompassing both our mobile banking app and online banking through our website. This new platform offers more features, more convenience and more support for our customers. You can explore all of the benefits on our Customer Resource Hub by visiting:

www.FSBTrust.com/1View-Customer-Resource-Hub

Q. Will I be able to use the old mobile banking app after 1View launches in February?

A. In February 2021, First State Bank & Trust will completely transition to the new 1View platform. The previous mobile banking app will no longer function at that time. Customers will receive detailed instructions and support for installing the 1View mobile app and accessing online banking prior to that transition.

Q. After 1View launches, will I have to create a new log-in?

A. Your current online banking credentials (username and password) will automatically transfer to 1View. To utilize 1View on your mobile device or tablet, you will need to download the new First State Bank & Trust 1View app from your app store, after the platform launches.

Q. How do I access 1View for online banking on my computer?

A. 1View will be available to all customers in February. For online banking, customers will access 1View by visiting www.FSBTrust.com and selecting the log-in button at the top right of the site. Your existing username and password for online banking won't change, and your current bill pay settings, including existing scheduled payments and payees, will be automatically loaded.

Q. How do I access 1View for mobile banking on my smartphone or tablet?

A. In February, 1View will replace our current FSBT mobile banking app. After you are notified that the new platform has launched, start by downloading the new FSBT 1View app from your device's app store. Log-in to the app using your existing credentials (your username and password won't change). Your current bill pay settings, including existing scheduled payments and payees, will be automatically loaded as well. Note that when opening the 1View app, you'll be asked to create a four-digit passcode. For added security, this passcode will be required each time you launch the 1View app.

Q. What are some of the new features of 1View?

A. 1View offers a seamless digital banking experience across all of your devices. In addition to the existing benefits of our online and mobile banking, 1View will also offer new perks – like our Live Chat function, allowing customers to communicate directly with FSBT support team members through the 1View app. Customers will also be able to control their debit and credit cards – setting location boundaries and spending limits, and turning misplaced, stolen or lost cards off. You can explore all the features of 1View by visiting: **www.FSBTrust.com/1View-Customer-Resource-Hub**

Q. Where do I get support if I have trouble with 1View?

A. After 1View launches, you'll have access to our Live Chat feature, which will connect you with an FSBT team member. You can also visit or call your local branch for 1View support, or visit our Customer Resource Hub: **www.FSBTrust.com/1View-Customer-Resource-Hub**