



TEXT BANKING - MOBILE MONEY

Text Banking is one of 3 convenient ways in which you can use Mobile Money to access your Community State Bank account information. Text Banking allows you to check balances, view account history, and even locate an ATM or Community State Bank branch location.

Once you've completed your enrollment in Mobile Money you can get started using Text Banking right away.

Text Banking Commands to: 96924



VIEW ACCOUNT BALANCES (TEXT: "BAL")

1. Text "B", "BAL", "BALANCE", or "BALANCES" to 96924
2. A text message will be returned displaying the balances for the accounts enrolled in Mobile Money.



VIEW TRANSACTION HISTORY (TEXT: "HIST")

1. Text "STMT", "TRAN" or "HIST" plus the nickname for the account to 96924.
2. A text message is returned displaying the transaction history for the account.
3. Reply to the transaction history text with the word "NEXT" or "MORE" to view the next group of transactions.
4. A text message is returned displaying the transaction history for the next group of transactions.
5. Repeat steps 3-4 to view the next group of transactions.

NOTE: Only transactions posted to your current monthly statement and previous monthly statement will be available via text. For additional transaction history please logon to CSB Online Banking.



ATM & BRANCH LOCATIONS

Locate a Community State Bank ATM Location

1. Text "ATM+5 digit ZIP code" to 96924
2. A text message will be returned displaying nearest CSB ATM.

Locate a Community State Bank Branch Location

1. Text "BRANCH+5 digit ZIP code" to 96924
2. A text message will be returned displaying nearest CSB Branch Location.



FREQUENTLY ASKED QUESTIONS

Are the keywords case-sensitive?

NO. Whether you type "BAL" or "bal", a text message with your account balance information will be sent to your mobile device.

What should I do if I don't get a response from a text request?

Make sure you are sending text messages to: 96924. Check the keyword and any additional information required for the request, such as the account nickname.

Why are my results sent as multiple messages?

Text messages are limited to 160 characters. If your account information exceeds the character limit your account information is sent in multiple messages - no more than five (5) at a time.

I have text messaging enabled on my mobile device, why can't I receive text messages?

Your mobile service carrier may be blocking short codes or you may have blocked short codes on your mobile device. Short codes must be enabled to use Mobile Money. Short codes are abbreviated phone numbers, usually five (5) digits, used to send Mobile Money Messages (e.g. 96924).



**TEXT BANKING
BASIC COMMANDS**

- BAL = Balance**
- HIST = History**
- HELP = Commands**
- STOP = Cancel**

SEND TO: 96924



NOTICE: Community State Bank does not charge a fee for Mobile Money or our Text Banking service. However, you do need a Community State Bank account to use mobile banking, and it's possible your actual account may have a cost associated with it. Also, your mobile phone provider may charge you for text messages depending on your text plan. Contact your mobile phone provider for details regarding your specific wireless plan and any text or data usage charges that may apply. Community State Bank products, services and prices are subject to change. 10.30.12