

FREQUENTLY ASKED QUESTIONS



What is FSB Connect?

FSB Connect is Farmers State Bank's Digital Banking Suite consisting of Online Banking, Mobile Banking, Text Banking and Telephone Banking.

Why is Farmers State Bank upgrading to FSB Connect?

Farmers State Bank is upgrading to FSB Connect to give our customers an enhanced user experience and additional layers of security.

Will my Online Banking username and password change?

No, your username and password will stay the same. However, you will receive a 2 factor authentication code that will need to be entered before you can access your Online or Mobile Banking account.

Will my Mobile Banking login process be the same?

Your username and password will remain the same, however, the new app will require you to setup a 4 digit passcode. You can either use this 4 digit passcode or Face ID on your smartphone.

What is 2 factor authentication?

2 Factor Authentication is a security measure that allows you to request a one-time access code to log in to digital banking. The code enhances the security by creating an added layer on top of your unique username and password. This security process helps to verify you and better protect your credentials and the accounts you can access.

Will I receive a 2 factor authentication code every time I sign in?

Yes, unless you select the “Remember Me” box which is on the page you enter the code. We suggest you only do this on your personal device, not a public device. This code is only active for 3-6 minutes. If the code expires, a new code will need to be requested.

Will I be able to access my account history after the upgrade?

Yes, your transaction and eStatement history will be the same. No changes will be made to the history on your account.

Will my scheduled transfers be made prior to and after the upgrade?

Yes, any transfers scheduled with Online or Mobile Banking prior to or after the upgrade will be transferred as scheduled.

Do I need to re-enroll in Online Banking after the upgrade?

No, you will not need to re-enroll.

Will the Farmers State Bank website address be changing?

No, the Farmers State Bank website URL will stay the same.

Will I access Online Banking through the FSB website as I did before?

Yes, however, if you have saved the login page URL to your favorites you will need to delete that URL and login through the website and save the new URL to your favorites.

Will all of my accounts show in my Online Banking account like they did before the upgrade?

Yes, all of your accounts that were enrolled in Online Banking will show after the upgrade.

Will I have access to Online and Mobile Banking during the conversion?

Yes, however, there will be certain features such as transfers that will be unavailable during the conversion time, which is June 28th at 5:00 p.m. through June 29th at 8:00 a.m.

Will anything change with Mobile Deposits?

Mobile Deposits will be processed in the same way and at the same times as they did before, however, with FSB Connect you will need to enter an email address under settings in your Online Banking account and re-enroll for Mobile Deposit in the app.

Will my bills scheduled in Bill Pay prior to and after the conversion be paid?

Yes, any payments scheduled in Bill Pay prior to and after conversion will be paid.

Will I need to re-establish Bill Payee information after the upgrade?

No, you will not need to set up your payees again after the upgrade.

Will I continue to have eStatements and how will I access them?

Yes, any account you currently have enrolled in eStatements will stay the same. Within your Online Banking account or Mobile app, select the account, then click on Documents and then eStatement/Notices and your eStatements will be listed.

