



## **NBPweb (Online Banking) FAQs**

### **1. What is NBPweb?**

NBPweb is an added service that we offer which allows customers to access accounts, make transfers, view transactions, images and statements all from their home or wherever they have Internet access.

### **2. How do I enroll for NBPweb?**

In order to keep your accounts and information as safe and secure as possible, we require that our customers come in to the bank to sign up for NBPweb. Simply come in to the main bank lobby and ask a new accounts representative to sign you up for access to your accounts through NBPweb.

### **3. What does NBPweb cost?**

Access to NBPweb is FREE. National Bank of Petersburg offers an additional service of Online Bill Pay for a small monthly fee. Please inquire with a new accounts representative if you are interested in this service.

### **4. Can I use any Internet Service Provider?**

Yes, you can access our Web site [www.NBPweb.com](http://www.NBPweb.com) through almost any Internet Service Provider.

### **5. Do I need any special software to view my accounts?**

No, as long as you have a computer with Internet access and a browser that supports 128-bit encryption, you can access your National Bank of Petersburg accounts and do your banking through the Internet.

### **6. Why are my password and/or User ID not working?**

Your User ID is given to you when you enroll for NBPweb service. You will be given a temporary password when you sign up, you must reset this password to a safe and secure password that only you know. Your password must be 6-8 alphanumeric characters.

After three failed login attempts you are locked out of the Internet banking system. Please call 217-632-3818 to reset your password.

## **7. What if I forget my User ID or Password?**

If you forget your User ID or Password, call 217-632-3818 and a NBP employee will be happy to assist you.

## **8. How current/accurate is the information posted on NBPweb?**

Account information is updated after 2:00 p.m. on each business day. Transactions done after 2:00 p.m. may not be posted until the next business day. If you see the word "MEMO" this means that your transaction is on the system, but the final balancing/posting for the day has not yet been completed.

## **9. How is my financial information protected?**

Protecting the privacy and security of your financial information is a top priority to National Bank of Petersburg. Your accounts are protected by a password that only you should know. To gain a greater level of protection, we suggest that you change your password frequently.

## **10. What Accounts Can I view on NBPweb?**

Every account that you are a primary or joint owner with the National Bank of Petersburg can be viewed on NBPweb. This includes checking, savings, CDs, IRAs, Money Markets, and Loans.

## **11. Can I transfer money from my deposit accounts to pay my loan accounts?**

Yes, you can transfer money out of a checking, savings, or money market account to pay on your loan accounts. You may not transfer from your CDs or IRAs.

## **ONLINE BILL PAY**

### **12. I'm already enrolled in NBPweb, how do I enroll in Online Bill Pay?**

Simply call 217-632-3241 or come into the main bank to sign up for Online Bill Pay. There will be a monthly service fee taken out of each checking account you designate as a bill pay account.

### **13. What bills can I pay using Online Bill Pay?**

You can pay almost anyone in the United States, from your phone bill to your house cleaner.

### **14. From what account may I make bill payments?**

Your bill payments can be made from any NBP checking account.

### **15. How long does it take for a payment to reach the recipient?**

We recommend that you allow at least 5-7 business days, prior to your due date, for bills to reach their destination and be processed.