

Sandy Spring Bank Business Mobile Frequently Asked Questions

- 1. How much does ebiz Business Mobile Banking cost?** – There are no fees to use business mobile banking for reviewing account balances, paying bills, viewing account transactions or doing transfers among accounts. There may be a fee if you make check deposits depending on how many you do. The first ten deposits each month are free, (deposits are made one check at a time). After the first ten, each deposit is \$3.00.
- 2. Is ebiz Business Mobile Banking secure?** Yes, ebiz Business Mobile Banking uses best industry practices from online banking such as HTTPS, 128-bit SSL encryption, or password access and application time-out when your phone is not in use. Only the phones you enroll can have access to your accounts. Also, account information is not stored on your phone. In the event your phone is lost or stolen, the service can be immediately disabled either by going to the ebiz Mobile Banking Center through ebiz Business Online Banking or calling us at 866-867-1570.
- 3. I am not enrolled in ebiz Business Online Banking with Sandy Spring. Can I still use mobile banking?** No, being an ebiz Business Online Banking user is a requirement to use Business Mobile Banking. If your company uses ebiz Business Online Banking, the ebiz Administrator must give you the mobile banking entitlement and enable the accounts you may access. You must register a mobile phone number in your online banking user profile and then you may use mobile banking by downloading the application or by using the browser on your device and entering the URL www.mobilesbebiz.com and following the on screen instructions.
- 4. How do I enroll in Business Mobile Banking?** First, your company's ebiz Administrator must give you the rights to mobile banking. Then you must ensure there is a mobile phone number listed in your user profile. Once these things are done, you may get started with mobile banking. Enroll by downloading an app from iTunes for Apple products or from Google Play for Android phones. There is not an app for Android tablets at this time. If your device does not support applications, use the web browser on the device and enter to URL, www.mobilesbebiz.com to get started.
- 5. Will ebiz Business Mobile Banking work on my tablet or iPad?** Yes, the Sandy Spring Bank Business Mobile service works on the iPad and Android tablets. There is a special app just for the iPad, which simplifies enrollment of the device and enhances the formatting of the screens. Currently there is not an app for Android tablets, but they can still be used for mobile banking through the browser on the device. An app is necessary to make mobile check deposits, therefore mobile deposits cannot be made with the Android tablets at this time.
- 6. When I enroll in ebiz Business Mobile Banking, what information will I need to know?** In order to enroll in business mobile banking you need to know your ebiz Company ID, your User ID and your ebiz Password. In addition you will have

to know the mobile number entered in your User Profile as this number is used for Advanced Login Authentication.

7. **What functions can I perform using ebiz Business Mobile Banking?** You may view your account balances, see transaction history, search for specific transactions, pay bills, transfer money among your Sandy Spring Bank accounts, find the nearest branch or ATM, and if you download the application to your device, you can make check deposits.
8. **Can I make check deposits using ebiz Business Mobile Banking? If so, how much does it cost?** Yes, you can make check deposits from your mobile device using the Sandy Spring Bank ebiz Business Mobile application. If you do not download the app and choose to access mobile banking through the Web using your device's browser, you cannot make check deposits. Mobile deposits made by 7:00 pm are processed that day. Your first 10 checks deposited each month are free and each one after the first ten costs \$3.00. You may only deposit one check per deposit.
9. **Are there limits on how many items or dollars I can deposit through ebiz Business Mobile Banking?** There are dollar limits for mobile deposits. You may deposit up to \$2,500 a day. There are no item limits on mobile deposits, however, the dollar limits apply and each deposit over ten in any month has a cost of \$3.00.
10. **Can I pay bills through ebiz Business Mobile Banking.** Yes, the ebiz Business Mobile service is able to make bill payments to payees you have **already** established through ebiz Business Online Banking. You cannot add new payees through the bill payment feature of ebiz Business Mobile Banking.
11. **What should I do if I get a new phone or new phone number?** In both cases be sure to return to the Mobile Banking Center in ebiz through your PC and update your phone profile. We recommend that you remove your old phone and re-enroll with the new phone. The Mobile Banking Center is found in ebiz under Administration and Manage Mobile Settings.
12. **What if my mobile device is lost or stolen?** If you are concerned about misuse of your phone or mobile device, contact your mobile service provider immediately to stop the wireless service. Also, logon to ebiz and disable or remove your mobile phone.
13. **Which wireless carriers are supported?** All of the popular US wireless phone carriers are supported including, AT&T, Verizon, Sprint and T-Mobile. If your carrier is not listed when you enroll select "Other" and try the Mobile Web option, or check back with us as new carriers will be added over time.
14. **I am trying to enroll my device for ebiz Business Mobile Banking but I cannot get past the step asking for the mobile phone number registered with Internet Banking. What am I doing wrong?** The most likely cause of the problem is that you do not have a mobile phone number entered in the proper place in your ebiz User Profile. Please ask your ebiz Administrator for help or call our Business Service Center at 866-867-1570.