

MOBILE APP UPGRADE

FREQUENTLY ASKED QUESTIONS

DO I NEED TO DOWNLOAD A NEW APP?

No. Customers only need to update the existing F&M Bank AL mobile app from the Apple App Store or Google Play Store.

DO I NEED TO RE-ENROLL IN MOBILE BANKING?

Current customers enrolled in online banking will not need to re-enroll. The updated app allows new users to enroll directly within the app if needed.

WILL MY LOGIN INFORMATION CHANGE?

Customers can continue using their existing username and password. If assistance is needed, password reset options are available within the app.

ARE MY ACCOUNTS AND INFORMATION SECURE?

The F&M Bank mobile app uses security features designed to help protect customer information.

WHAT NEW FEATURES ARE INCLUDED IN THE UPDATED APP?

The update includes expanded access to enrollment, password reset tools, account statements, transaction search, payment scheduling, transfer management, and eStatement preferences. Feature availability may vary.

WHO CAN I CONTACT IF I NEED HELP?

If you have questions or need assistance, please contact us or visit your [nearest F&M Bank branch](#).