



FREQUENTLY ASKED QUESTIONS: THE LEGENCE BANK APP

- 1. Who do I call if I have questions about the Legence Bank App?**

Simply call 1-800-360-8044 and ask for the eBranch or a Customer Service Representative for support. Additionally, please feel free to call any of our local branches and ask for a Customer Service Representative.
- 2. How do I find the Legence Bank App?**

Go to the App Store or the Google Play Store and search for Legence Bank. It will be a free App that can be downloaded when you wish.
- 3. Do I need to sign up at Legence Bank to use the Legence Bank App?**

If you are currently a Legence Bank Online Banking user, you will be able to simply log in to the App using your Online Banking credentials. If you do not have Online Banking, go to www.legence.com to sign up or contact your local branch. Once you are set up for Online Banking, log in to Online Banking to set up your credentials. After your first Online Banking login, you will be able to log in to your new Legence Bank App using your Online Banking credentials.
- 4. Once I have signed up for Online Banking, can I login the first time through the App?**

You should first log in to Online Banking to set up your credentials. You will then be able to log in to the App after you have logged into Online Banking at least one time and secured your new credentials.

5. What information is required for me to login to the Legence Bank App?

You will be asked to provide your current Online Banking username and password.

6. Will I be locked out of the App by entering an invalid username or password?

After three invalid login attempts, your login will be locked. To unlock your login credentials, contact the eBranch or a Customer Service Representative at your local branch for assistance.

7. If I forget my password and I call the bank to have my password reset, can I change my password through the App?

When the bank resets your password, you should first login through Online Banking and change your password. Once your password is changed, you may then log in to the App using your new credentials.

8. What accounts can I see through the Legence Bank App?

You should be able to view the same accounts as you currently see in Online Banking.

9. What capabilities do I have with my accounts once I have logged into the Legence Bank App?

You will have the ability to view your current balances, view your recent transactions on your accounts, view images of checks that have cleared, transfer funds between Legence Bank accounts, and utilize our great Bill Payment platform, should you choose to do so. You can also contact us directly from the App, locate a local branch, and more.