

New to ASB Online and Mobile Banking? Here's what you need to know when you enroll.

Based on the type of business you have, follow the respective paths below to enroll.

My business is linked to my Social Security Number...	My business has its own Tax ID Number or Employee ID Number...
<p>Before you get started...</p> <ul style="list-style-type: none"> ✓ Make sure we have your accurate contact information: <ul style="list-style-type: none"> <input type="checkbox"/> Mobile Phone <input type="checkbox"/> Email ✓ Have the following information handy: <ul style="list-style-type: none"> <input type="checkbox"/> Account Number <input type="checkbox"/> Date of Birth <input type="checkbox"/> SSN <input type="checkbox"/> Mother's Maiden Name ✓ Ensure you have about 5 minutes to complete the setup process as it is important to not stop during the enrollment process. ✓ Interested in ASB Mobile Banking? Make sure your phone's software is up-to-date. <p>How do I enroll?</p> <ol style="list-style-type: none"> 1. Visit asbhawaii.com and click on "Enroll". 2. Select online banking for Business Using Social Security Number (SSN) and provide the requested information. 3. For added security, a Secure Access Code is needed that can either be delivered via text or a phone call. 4. Once received, enter the Secure Access Code and complete the enrollment by setting up your password, confirming your profile, and accepting the terms and conditions. 5. If you'd like to enroll in eStatements, see question 9 on the reverse side. 	<p>Before you get started...</p> <ul style="list-style-type: none"> ✓ Ensure you have your business account numbers handy that you'd like to enroll in online banking. ✓ An authorized signer must sign the completed form. ✓ Designate a System Administrator who will be responsible for managing online banking including setting up additional users and managing users' permissions online. <p>How do I enroll?</p> <ol style="list-style-type: none"> 1. Complete the attached form which is also available online when you visit asbhawaii.com and click on "Enroll" in the option for online banking for Business Using a Tax ID Number (TIN) or Employee ID Number (EIN). 2. Email the form to billpayer@asbhawaii.com (or bring it to your nearest branch). 3. One of our bankers who is an expert in online banking will call you to finish the setup of your online banking. 4. If you'd like to enroll in eStatements, see question 9 on the reverse side.

For frequently asked questions, see the reverse side.

If you are having any problems getting set up, please call (808) 627-6900.



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Real Life, Real Answers



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Frequently Asked Questions

1. Where can I find my account number?

Your full account number is located on the bottom of your check. You can also view your account number on your statement. Your account number is a ten digit number.

2. Why is my phone number required for login?

A security feature called "Secure Access Code" is required to access online banking for the first time from your computer or device. This is part of an advanced security feature that protects your information and ensures that only you or individuals you authorize (business online banking customers) can gain access to your accounts online. This code is delivered to you via mobile text message or phone call. If we do not have your correct information we will not be able to send your Secure Access Code. If you do not have a U.S. phone number please contact us at (808) 627-6900 or toll-free at (800) 272-2566 and we will give you a Secure Access Code.

3. Why didn't I receive the option to get a text message with my Secure Access Code?

If we do not have your correct mobile phone number in our system, we are unable to send a text message as your Secure Access Code.

4. What if I forgot my current Login ID and/or Password?

If you forgot your Login ID, please contact us at (808) 627-6900 or toll-free at (800) 272-2566 for assistance. If you forgot your password:

- o Select the "Forgot Your Password" link in online banking Help.
- o Enter your Login ID, press the "Submit" button.
- o Request a Secure Access Code to be sent via text or phone call. Once received, enter the code.
- o Set your new Password.

5. What if I forgot my Apple ID/Google Play password?

Resetting this password will vary based on the device and the type of security process you leveraged. We recommend visiting the respective support areas for their "how to" guides (for Google: <https://support.google.com> or for Apple: <https://support.apple.com>).

6. How do I know if my software is up to date on my mobile phone?

Most phones require you to be connected to Wi-Fi to update your phone's software and will prompt you when software updates are available.

- o To update your Apple phone or tablet operating system go to Settings > General > Software Update. The required operating system is posted on asbhawaii.com.
- o To check your OS go to Settings > About Phone > System Update. The required operating system is posted on asbhawaii.com.

7. How do I know if my web browser is up to date when logging in from my computer?

Microsoft Internet Explorer 8 or earlier and Microsoft Windows XP are not supported. If you see the "unsupported browser" message when using Internet Explorer, click on "Tools" at the top of Internet Explorer. Then select "Compatibility View Settings" in the drop down list. In the Compatibility View Settings window, if you see asbhawaii.com in the list below "Websites you've added to Compatibility View", click on "asbhawaii.com" in the list, then click the "Remove" button. Then click the "Close" button. Close all of your internet browser windows. Open a new browser window and you will be able to navigate to the online banking login page without error.

8. Will I be able to view my statements in online banking?

All online banking customers will be able to view their statements online. Customers that have not formally enrolled in eStatements will be able to view their statement electronically, but will continue to receive their paper statements. Customers that are enrolled in eStatements will not receive paper statements.

9. How do I enroll in eStatements?

Log on to ASB online banking for Business. Under Settings, select "Statement Preferences." Select the accounts you wish to have enrolled in eStatements, add/update your email address and then agree to the Terms and Conditions. Finish your process by selecting "Save."

10. How do I add or manage users for my online banking for business?

As System Administrator, you may add and manage users via the "Commercial" tab within online banking. Click "Add Users" and enter the new user's personal information (phone and email). Once the system administrator has created a user, they can now assign rights. Only the system administrator can perform these tasks.

