

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

Before you get started...

- ✓ Make sure we have accurate contact information for you (especially a current mobile phone number and current email).
- ✓ Have the following information handy:
 - Your Account Number
 - Your Date of Birth
 - Your Social Security Number
 - Your Mother's Maiden Name
- ✓ Ensure you have about 5 minutes to complete the entire enrollment process as it is important that you not stop at any time once you begin.
- ✓ Interested in ASB Mobile Banking? Make sure your mobile phone's software is up to date (see reverse for details).



How do I enroll in ASB Online Banking?



1. Visit asbhawaii.com and click on "Enroll".



2. Select Personal Online Banking Enrollment and provide the requested information.



3. For added security, a Secure Access Code is needed that can either be delivered via text message or a phone call to the mobile phone number you provided.



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.

How do I enroll in ASB Mobile Banking?



1. From your mobile phone, visit the Apple App Store or Google Play to download the American Savings Bank Hawaii app.



2. Open the app. From the login screen select "Enroll Now" - fill in the requested information.



3. For added security, a Secure Access Code is needed that can either be delivered via text message or a phone call to the mobile phone number you provided.



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.

Are you having problems getting set up? Call (808) 627-6900 or see the reverse side for frequently asked questions and answers.

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 you 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 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. The required operating system is posted on asbhawaii.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 Explorer browsers. Open a new Internet Explorer browser and you will be able to navigate to the online banking login page without error.