



Online & Mobile Banking Instructions for Incoming Republic Bank Customers

We know that switching banks results in many changes, so we've made online banking simple. Whether you're at home, at work, or on the go, you can use any smart device to:

- Check your account balance
- View account activity and history
- Transfer funds between accounts
- Pay your bills
- Customize email and text alerts

On Monday, November 18, 2019, Republic Bank customers that have transitioned to Limestone Bank as part of the banking center acquisitions will be able to access online banking. The good news is that if you have already enrolled in Republic Bank online banking you do not have to re-enroll with Limestone Bank. Read below for more instructions.

Online Banking Instructions

1. Go to LimestoneBank.com and at the top right corner of the homepage, enter the username from your Republic Bank login.
2. Enter your password as the last four digits of your Social Security number.
 - *NOTE: For business users, enter the last four digits of your business EIN.*
3. You will be asked to set a new password. When choosing a new password, ensure it meets the requirements:
 - Must contain at least 1 letter.
 - Must contain at least 1 number.
 - Must contain at least 1 special character: +_#@!\$*~
 - Must be between 8 and 20 characters in length.
 - Must not match or contain your ID.
 - Must not match one of the previous four passwords.
4. Pick a watermark and complete the security questions.

Online Banking FAQs

1. **Will I have access to all of my account history through Limestone Bank online banking?**
 - You will be able to view your recent account history through online banking.
2. **Will I be able to view statements immediately through Limestone Bank online banking?**
 - Customers will be unable to view historical statements and check images through online banking *immediately*. Historical statements showing Republic Bank activity will not be available for 6-8 weeks. However, as customers perform transactions with Limestone their check images and statements will be available. To view the past 18 months of statements going forward customers should enroll in eDocuments.
3. **Will my BillPay information transfer over to Limestone Bank online banking?**
 - Yes. Any BillPay that is currently set up with your Republic Bank account will be transferred over to your Limestone Bank online banking.
4. **What if I am unable to see all of my accounts in online banking?**
 - Under **My Accounts**, click the **Configure My Accounts** icon to enable view of the specific account.

5. What other features are offered for customers through online banking?

- Customers have various features available to them including eDocuments, where you can view the past 18 months of statements, BillPay, internal transfer ability, bank to bank transfer ability, alerts, mobile banking and mobile deposits. For assistance in setting these features up please reference the **Online Banking – Mobile Banking Guide**.

Need help? Contact our team by calling 877-369-2265 or email us at Support@LimestoneBank.com.

Mobile Banking Instructions

Whenever you have your smartphone or tablet, you'll have access to our mobile banking app that enables you to:

- Check your account balance
- View account activity and history
- Transfer funds between accounts
- Pay your bills
- Deposit checks

Limestone Bank Mobile App

1. You must set up access for online banking prior to using the Limestone Bank Mobile App.
2. From your online banking account, click the **Settings** tab. Then, click the **Mobile Settings** tab. Enable web access for your mobile device and complete the requested information.
3. On your mobile device, download the free Limestone Bank mobile app. Your same Limestone Bank username and password will be used on the app.

Text Banking

1. Text banking must be set up on the Limestone Bank online banking portal, accessible from your computer. It CANNOT be set up from the mobile app. From your online banking account, click the **Settings** tab. Then, click the **Mobile Settings** tab. Click **Text Mobile Settings**, then enable text access and complete the requested information.
2. You will be asked to respond "yes" on your phone for text alerts. Carrier charges may apply.

Account Alerts

1. You must set up online banking access prior to using the Limestone Bank Mobile App.
2. From your online banking account, click the **Settings** tab. Then, click the **Alerts** tab to set up alerts based on your preferences.

Mobile Deposit

1. After 48 hours, the **Mobile Deposit** icon will appear on your mobile app.
2. Tap **Mobile Deposit** and follow the pictured instructions. Take a picture of the front and back of the check, then enter deposit amount.
3. Before using **Mobile Deposit**, make sure your check is properly endorsed. After 14 days, destroy the check. Your funds will be available within two business days.

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