

Business Online Banking Enrollment - Frequently Asked Questions

Q: What password do I use when completing the Business Online Banking Request Form for the first time?

A: As the Administrator, you will determine a unique password for the Security Officer and indicate it on the form. It is important that you share this with the Security Officer. It will be used by the Security Officer to authenticate and authorize approval for future requests made on any forms related to the business online access.

Q: As the Security Officer, what can I do if I forgot the password that was provided on the initial request form?

A: Contact Customer Support at 800-296-6246 or by email to customerservice@cffc.com.

Q: What if I am the only Administrator and do not have a separate Security Officer to designate?

A: If you are the Administrator you can also serve as the Security Officer. Complete the Security Officer Designation section with your information to indicate that you will serve in both capacities.

Q: Does the Administrator have to be a signer on all accounts?

A: Yes, to be an Administrator for a Business Online Banking account, you must also be an authorized signer on all accounts.

Q: Does the Security Officer have to also be a signer on all accounts?

A: No, the Administrator must be an authorized signer on all accounts and can designate a Security Officer, who may or may not be a signer.

Q: What forms do I complete if I am the owner of the business and the only one using Business Online Banking?

A: You would need to complete the Business Online Banking Request Form and list yourself as the Administrator and Security Officer. You would also complete a Business Online Banking User Access Request Form for your access.

Q: Do I need to complete the Business Online Banking Request Form before the Business Online Banking User Access Request Form?

A: Yes, we have to establish the business online access before we can give users access.

Q: After I submit my Business Online Banking Request Form, how long will it be before I have access to my accounts online?

A: Once we receive the completed Business Online Banking Request Form and a completed Business Online Banking User Access Request Form, each user will receive 2 emails with their log in credentials usually within 2 business days. We will contact you if there is a circumstance that could cause a delay.

Q: The Business Online Banking Request Form allows for 6 accounts. What do I do if I have more accounts?

A: You would complete a second Business Online Banking Request Form, select "Modify" as your Request Type and add the additional accounts.

Q: Do all of the accounts listed on the Business Online Banking Request Form need to have the same EIN/SSN?

A: Yes, if the business has multiple EIN / SSN then a separate request must be submitted for each.

Q: What do I do if I want more than one user with access to my business accounts online?

A: Complete a Business Online Banking User Access Request Form for **each** person you want to access your business accounts online.

Q: What do I do if I forget the Username I selected for online access?

A: Contact Customer Support at 800-296-6246 or by email at customerservice@cffc.com.

Q: What do I do if I forget my password?

A: Click on the "Forgot My Password" link and an email will be sent directly to you to assist in resetting your password. The link provided in the email will be good for 30 minutes. For additional assistance, please call Customer Support at 800-296-6246.

Q: Am I restricted to when I can access my accounts online using Business Online Banking?

A: No, our Business Online Banking is available 24 hours a day, 7 days a week. Occasionally, we perform maintenance to our system and online banking is unavailable for a brief time. In these circumstances, maintenance messages are posted on <https://www.cffc.com>.

Q: Are there fees for Business Online Banking services such as Bill Pay, E-Statements, Mobile Deposit or Account Alerts?

A: No, these features are available to you at no charge.

Q: If I choose E-Statements, can I also get a paper statement?

A: Choosing E-Statements will discontinue paper statements from being mailed to you. You may choose to receive both a paper statement and an electronic statement, however, a fee would apply. Contact our Customer Support at 800-296-6246 to request both.

Q: What do I do if I need other services like ACH, Wires, Positive Pay or Remote Deposit Capture?

A: Contact Treasury Solutions at 757-741-2244 or by email at TreasurySolutions@cffc.com.

Q: Do I use these forms if I already have Business Online Banking and need to make a change?

A: Yes, the Administrator will first complete the Business Online Banking Request Form to establish a Security Officer and authentication password. Then the Security Officer would complete the Business Online Banking User Access Request Form using that password for authentication. You can find additional instructions on the Business Online Access page.

For additional questions or assistance, please call Customer Support at 800-296-6246.