Business Online Banking Enrollment - Frequently Asked Questions

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 that is requested for online banking.

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

A: As theAdministrator, 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 Security Officer have to also be a signer on all accounts?

A: No, only the Administrator must be an authorized signer on all accounts. The Security Officer may or may not be a signer.

Q: Is the password I enter for the Security Officer on the Business Online Banking Request Form the same as their online banking password?

A: No. This password is used by the Security Officer when completing forms only and is used as a secondary tool for authentication. This password is not related to their online banking password.

Q: What should I do if I forgot the password that was assigned on the initial request form?

A: This password is not stored on the system anywhere and cannot be reset. Contact Customer Support at 800-296-6246 or by email to customerservice@cffc.com to obtain the original password entered on the initial enrollment form.

Q: After I submit my enrollment form and request a user, how long will it be before I have access to my accounts online?

A: Usually within 2 business days for the business set up. Each user you request will receive 2 emails with their log in credentials usually within 2 business days as well. 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. These users may or may not be signers on the accounts.

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

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. Occassionally, 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, you can add, modify or delete information by selecting the appropiate action in Request Type drop down. There are additional instructions on the Business Online Access page.

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