



Peoples Bank Online Banking

Frequently Asked Questions

How do I enroll in online banking? You can enroll in online banking on our website www.peoplesbanktexas.com or contact one of our Customer Account Representatives at 806-794-0044 or your local branch.

What if I forgot my UserID or Password to online banking? There is an option in online banking to reset your UserID or Password. You must log in using an internet browser to reset your UserID or Password. If you still have problems, give us a call at 806-794-0044 or your local branch.

When can I access online banking? You can access your account information 24 hours a day, 7 days a week, unless there is an update going on.

What accounts will I be able to access through Online Banking? You can access your checking, savings, Certificate of Deposits and loans on your online banking.

How do I set up Bill Pay? Bill Pay allows you to pay bills electronically. You can also review payment history and any pending bill payments.

To set up Bill Pay:

1. Go to Online Banking.
2. Enter your Online Banking User ID and Password.
3. Click the button that says "Bill Pay".
4. Follow the steps at the top of the screen to establish payees.

Can I have my statements emailed to me? Yes! You can sign up for e-Statements in online banking.

To enroll:

1. Go to Online Banking.
2. Enter your Online Banking User ID and Password.
3. Click the button that says "Documents".
4. Follow the instructions, read the Disclosure and click that you have accepted the Online Statements.
5. You will now receive e-mail notices that your statements are available and you will no longer receive paper statements through the mail.

How far back do statements go? You should be able to view up to 7 years' worth of statements.

What formats can I download my transaction history in? You can download to the following formats:

- Quicken Software. Uses Web Connect.
- QIF. Can be used by Microsoft Money or Quicken 2004 or previous. Only one account at a time can be specified when create a QIF file.
- CSV. Can be used by a spreadsheet program. Only one account at a time can be specified when creating a CSV File.

Do you have mobile banking? Yes! Peoples Bank has an app for personal and business online banking. You will use the same UserID and password that you use for online banking. Below are what the icons look like.

For iPad:



For iPhone or Android:



For iPad:



For iPhone or Android:



What other options are available on online banking? By selecting the Customer Service tab, you can access many other features of Online Banking, including:

1. Change the way your accounts appear online.
2. Set up to receive Alerts for your accounts by e-mail or when you log in.
3. Sign up for Mobile Text Banking.
4. Report your debit card lost or stolen.