

## ONLINE BANKING ENROLLMENT

There are two ways that you can enroll in our Online Banking services. You can enroll from a browser or directly through our Mobile Banking App.

### ENROLLING ON A BROWSER

1. Go to <https://www.solvaybank.com>.
2. Click on the Online Banking button, located in the top right of the webpage. A pop up will appear. Select Enroll Now.
3. Follow the prompts to complete the enrollment form. Upon completion, click the Enroll button.

### ENROLLING ON OUR MOBILE BANKING APP

1. Download Solvay Bank's Mobile Banking App from your device's app store.
2. Tap on Enroll Now.
3. Follow the prompts to complete the enrollment form. Upon completion, click the Enroll button.

## ESTATEMENT ENROLLMENT

Users must use Online Banking from a browser to complete eStatement enrollment.

### ENROLLING ESTATEMENTS

1. Log in to Online Banking.
2. Click on Profile, located in the top right of the page.
3. Locate the Electronic Statement section and click on the Edit button.
4. Modify the delivery method option next to the account that you wish to receive eStatement.
5. Read and agree to the terms and conditions. Then, click Save.

### VIEWING ESTATEMENTS

1. Log in to Online Banking.
2. Click on the account that you wish to view. Then, select Documents.
3. In the Document Search section, select the date range for the statements that you wish to view and then click Submit.
4. All available electronic statements will appear.

## EXTERNAL TRANSFERS

External Transfers allows you to move money between accounts you own at Solvay Bank and other financial institutions. Registration and verification of your accounts can take approximately 3 to 5 business days to complete. It can take approximately 1 to 3 days to complete an External Transfers transaction after the service has been established.

### ADD A NEW EXTERNAL ACCOUNT

1. Accounts can only be added inside Online Banking. Log into Online Banking and click on External Transfers.
2. Select Add a New Account. You will be prompted for your account information at another financial institution. Follow the prompts to complete the Add Account form.
3. You will now be prompted to verify ownership of the account. You have two options:
  - Real-Time Account Verification - Enter your online banking credentials
  - Trial Deposit Account Verification - Verify a low-value credit and debit transaction (under \$1.00).
4. You can begin using External Transfers after completing the verification process.

### ONLINE BANKING USERS

1. Click on the Transfer tab inside Online Banking. Then, select Launch External Transfer.
2. On the Transfer Funds screen, enter the amount, the accounts you wish to transfer funds between and the date funds should be sent. Select Make Recurring to set up frequency and duration if you wish to set up a recurring payment. There is also a memo line for your convenience.
3. Review the information and click Confirm. You can review your External Transfer activity at any time inside the Activity tab.

### MOBILE BANKING APP USERS

1. Use the Add A New External Transfer Account and add a new account to your External Transfer service.
2. Click on Transfer & Pay inside the Mobile Banking app.
3. Select Make an external transfer. Enter the amount, the accounts you wish to transfer funds between and the dates fund should be sent. Select Make Recurring to set up frequency and duration if you wish to set up a recurring payment. There is also a memo line for your convenience. Then, tap on the Review button.
4. Review the information and click Transfer.
5. To review your External Transfer history inside Mobile Banking, click on Transfer & Pay and select Make an external transfer. Click on Activity located in the top right corner and you will see your transfers under Scheduled or History.

## ONLINE BILL PAY

Our Online Bill Pay services lets you pay bills inside Online Banking from a browser or Mobile Banking app.

### ONLINE BANKING USERS

1. Log in to Online Banking. Click on the Bill Payment tab inside Online Banking.
2. Select Add a Company or Person. Use the Search Our Network field to locate the company you wish to pay and enter the requested information. If they do not appear, select Other Company. To pay a person, click the Person tab to enter the recipient's contact information. Once complete, you will be brought back to the Payment Center.
3. Locate the new biller and enter the amount you wish to pay and the date of delivery. Click on Auto-Pay to set up a recurring payment and select frequency and duration. To complete, click Send Money to send payment.

### MOBILE BANKING APP USERS

1. Log in to the Mobile Banking app. Tap on Transfer & Pay.
2. Select Pay Bills. On this screen, you have three options to pay your bill:
  - Tap on a biller's name and follow the prompts to input amount and date of payment
  - Tap on Add New and follow the prompts to input information about the biller, amount, and date of payment
  - Tap on Bill Capture and follow the prompts to take a picture of the bill that requires payment
3. Confirm your payment details and tap Pay to complete payment.

**Please contact our Customer Relations Team at 315-484-2201 for assistance with Online & Mobile Banking.**

