

ONLINE AND MOBILE BANKING FAQ

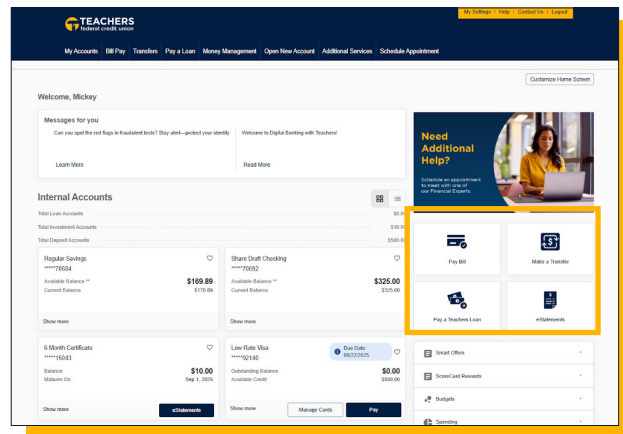
Q. When will the new Teachers Online and Mobile Banking platform be available?

A. Enhancements to Teachers Online and Mobile Banking will be available beginning September 9, 2025.

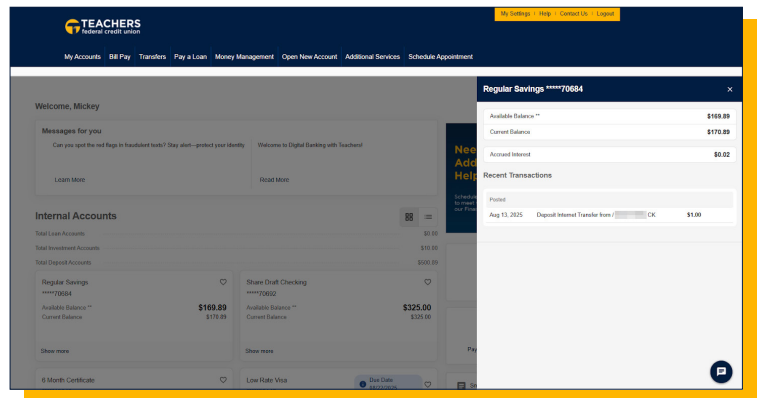
Q. What changes can I expect on Teachers Online and Mobile Banking?

A. Online and Mobile Banking platforms will debut a new look — offering the same trusted features in an enhanced, streamlined design.

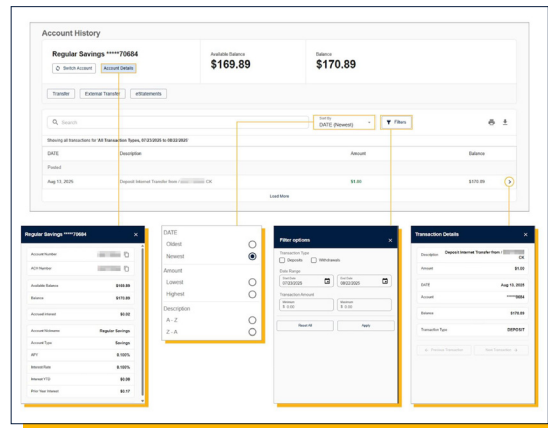
- **Quick Action Tiles:** Your most-used tools, now easily accessible from the right panel.



- **My Account Overview:** View your balances and key account information at a glance with a simplified design.



- **Account History:** Find past transactions faster with improved filters, sortable columns, and more detailed views.



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Q. Will any of the features or functionality of online or mobile banking change with the new design?

A. While the interface has been refreshed for an enhanced user experience, all core banking tools and account functionality will remain intact. Please note that the calendar and calculator tools will be retired as part of this update.

Q. Will my online or mobile banking login information or password change?

A. No. You will continue to use your existing username and password to access your account.

Q. Will my account history or saved payees be affected?

A. No. Your account history, scheduled payments, and saved payees will carry over seamlessly to the updated platform.

Q. Will my online or mobile banking alerts or settings remain the same?

A. No. Your account history, scheduled payments, and saved payees will carry over seamlessly to the updated platform.

Q. Will I need to download a new mobile app?

A. No, a new app download is not required. The current Teachers mobile app will continue to function as usual. To ensure the best experience, please confirm your app is updated to the latest version. If your device does not update apps automatically, you may need to do so manually through your device's app store.

Q. Will the way I make transfers or payments using online or mobile banking change?

A. No. The process for transfers, Bill Pay, loan payments, and other key functions will remain the same. The updated interface is designed to make these features easier to locate and use.

Q. What if I experience issues or need help with online or mobile banking?

A. Our team is here to help. You can connect with a representative by logging in to Teachers Online Banking and using the Chat feature, or by calling us at 1-800-341-4333.