

WE ARE OPEN AND HERE TO HELP!

We know that this is an uncertain time for you and your family, and as your locally-owned bank, we are here to provide solutions and answers. Please be assured that all financial institutions are categorized as “essential businesses” and will remain open with normal operating hours.

Below are some questions and answers, as well as the “how-to’s” you need to get your started with online and mobile banking if you aren’t already set up yet.

FAQs

Where can I make deposits?

- Drive-thru ITM
 - ATM feature – available 24/7
 - Live Teller – available Mon – Sat from 6am – 9pm
- eDeposit from our AccessBank TX app via smart phone
- Online Banking at <https://accessbanktx.com/>
- Commercial Accounts Commercial Lanes available in Denton & Krum
 - Monday – Friday, 8am – 5pm
 - Large deposits
 - Change Orders
- RDC (Remote Deposit Capture) – Not set up yet?
 - Contact your lender or Daric at:
 - dparent@accessbanktx.com
 - 940-297-6333

Where can I make withdrawals?

- Drive-thru ITM
 - ATM feature – available 24/7
 - Live Teller – available Mon – Sat from 6am – 9pm

What if my business or I can’t make the loan payment due to the impact of COVID 19?

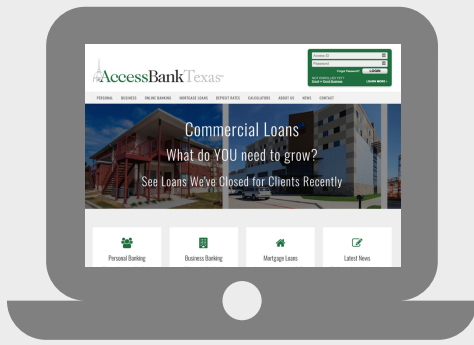
- Contact us, we can help!
 - Call or email your bank officer directly
 - Call your local branch or main headquarters at: 940-382-3962

How do I make a transfer?

- Online Banking at <https://accessbanktx.com/>
- AccessBank TX app via smart phone
- ACCESSLIVE! Drive-thru live teller service at our ITM
- Call: 940-382-3962

What if I need to make an appointment?

- Call 940-382-3962
- If you would like to meet with a Loan Officer
 - Call 940-382-3962
 - If you already have a loan officer, call or email him/her



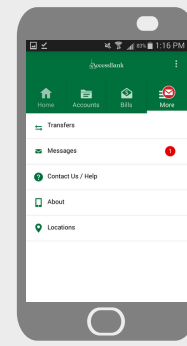
Online Banking

Not enrolled in online banking yet?
Get started now!

[Click here to enroll in online banking.](#)

(By clicking here, you will go through a series of electronic forms. Complete each form to enroll in online banking.)

- 1st form: Electronic Disclosure Consent Statement
Read the full form. Scroll down “check in the box” you have agreed & read the disclosure
- 2nd form: Internet Banking and Bill Payment Agreement
- 3rd form: Online Internet Banking Enrollment Form



Mobile Banking

Download the free mobile app for online banking and access e-deposits.

[Download for Android devices](#)

[Download for Apple devices](#)

DEPOSIT YOUR CHECK FROM OUR MOBILE APP

1. Open the AccessBank Texas mobile app
2. From the Home Screen, select “Deposit”
3. Follow the prompts
 - Click “Continue” on the top right of your screen
 - Allow the App for either Apple/Android to access your CAMERA
 - Verify Email is correct for receipt to be emailed
 - Make sure to manually type in the amount in the “Amount” section
 - Take a photo of the Front & Back of the check being deposited

LEARN MORE ABOUT CORONAVIRUS' SYMPTOMS AND HOW IT SPREADS