



Frequently Asked Questions

<p>1. My accounts in online banking and my mobile app are out of order. How do I fix this?</p>	<p>Your accounts can easily be arranged in online banking to suit your preferences. Please log into your online banking. In the top right of the account's header, you will see a gear icon labeled "Settings". Click on the icon. Use the row icon to the left to drag your accounts into your preferred order. You will see this order reflected in your online banking and mobile app.</p>
<p>2. The account history in my online banking and mobile app is generic. Will this change and where do I find the specifics related to these transactions?</p>	<p>All transactions prior to September 26, 2020 will have a generic appearance in your account history. Any transactions after that date will display the specifics you are accustomed to seeing.</p> <p>If you would like to access the details of your transactions prior to September 26, 2020, please view your account eStatement or statement.</p>
<p>3. A BillPay transaction is reflecting as pending in my account. Did my bill get paid?</p>	<p>All transactions will reflect as pending in your account until the transaction is complete.</p>
<p>4. I made a transfer in online banking and on my mobile app. The transferred amount is pending in my account. When will these funds be available?</p>	<p>All funds transferred between your accounts will show pending, but are immediately available for your use.</p>
<p>5. I see transactions are pending in my account. What does pending mean?</p>	<p>All transactions will reflect pending in your transaction history on the day of the transaction. These items will process nightly and move to the completed section of your history on the next business day.</p>
<p>6. How do I link my Quicken or Quickbooks to my online banking accounts?</p>	<p>You are able to link your accounts with two simple steps. First, sign into online banking and verify you can see your accounts. Then reimport accounts in Quicken and Quickbooks.</p> <p>If you have an additional user who you would like to give access to your account, please contact us at 844-639-3483 or customersupport@newburyportbank.com.</p>