

Busey Text – Frequently Asked Questions

How secure is Busey text?

Busey text is secure. You can activate the service only after logging in to Busey ebank—our online banking site. Text messages will never contain confidential information about you or your accounts. Messages will never contain full account numbers.

Will I be charged for Busey text?

Busey will not charge you, but standard carrier fees for text messaging may apply from your wireless provider. Please check with your mobile phone carrier if you aren't sure what fees apply when you send and receive text messages.

Will Busey text work on my phone?

Yes it will, as long as you have text messaging enabled with your mobile carrier and use a carrier that the service supports. Your phone must also be short code enabled. Please check with your mobile carrier if you are unsure.

Which carriers do you support?

Busey text works on all major mobile providers in the U.S., including the ones listed below. However, there are many more carriers that support Busey text.

- AT&T
- CellularOne (Dobson)
- Nextel
- Sprint
- T-Mobile
- US Cellular
- Verizon
- Virgin Mobile

How do I deactivate Busey text?

You can text back STOP to BUSEY (28739) on your activated cell phone, or you can return to the Mobile Banking and Alerts page and click the Deactivate link next to your mobile device number. Your phone will no longer receive any text messages from Busey text. You can add a new phone at any time if you change your mind.

Why do I need to verify my phone?

Verifying your phone is a one-time step and is one way we ensure the security of mobile text messaging.

Where do I find my activation code?

During setup we will send you a text message with your activation code. If you have already submitted your mobile number during setup, check your mobile device now. You should receive a text message with your activation code within a few minutes.



Busey Text – Frequently Asked Questions

I still have not received my code, what do I do?

It might take several minutes to receive your code. If you feel you have waited long enough you can click the Resend it link. Please check your mobile device shortly for a new text message. If you are still experiencing problems be sure you entered in the correct mobile number during setup. Also make sure your phone is short code enabled by contacting your mobile carrier. You will not get the code if your phone is not short code enabled.

Can I come back later to enter my activation code?

Yes you can. If you experience difficulties we recommend that you go through the setup process again and get a new code.

What is a primary text banking account?

Your primary account is the default account we will use when you text BAL to BUSEY (28739). You should select the one you will likely want to check the most often. You can get all account balances by texting BAL ALL to BUSEY (28739).

Can I get the balances of my other accounts?

Yes - when you text BAL ALL to BUSEY (28739), we will reply with a message containing the balances of all your checking, savings and any other accounts.

Can I change my primary account selection later?

Yes - simply return to the Mobile Banking & Alerts page and select another account from the primary text banking account dropdown list.

What commands or keywords can be used?

Use any of the following commands/keywords:

- BAL = Primary account balance
- BAL ALL = All account balances
- BAL CHK = Checking account balances
- BAL SAV = Saving account balances
- LAST = Last 5 transactions
- TRANS = Transfer funds to primary account
- STOP = Deactivate service
- HELP = Help on keywords

Are keywords case sensitive?

No - keywords are not case sensitive. You can type 'help' or 'HELP.'

What is the number I should send keywords to?

The short code is BUSEY (28739). This short code will only work if you have activated Busey text.

How long does it take to get a text message?

You'll receive a text message response within a minute. Exact timing will depend on your mobile service carrier.



Busey Text – Frequently Asked Questions

Is there any password needed for Busey text?

You don't need a password to access your account information via text message.

What should I do if I lose my phone?

Go to the Mobile Banking & Alerts page within Busey ebank and select the Deactivate link next to your mobile phone number. That will terminate the service for the mobile device. You can always return later and activate a new phone.

I have a new mobile phone number. Can I change my number online?

Yes - you first need to deactivate your cell phone from within the Mobile Banking & Alerts page or by texting STOP to BUSEY (28739). Then click Activate on the Mobile Banking & Alerts page and set up the new cell phone number.

Is it possible to stop the weekly account balance notifications?

Yes - just go to the Mobile Banking & Alerts page and click the weekly account balance notifications check box to deselect it, then save your changes.

Can I get a text when my primary account balance falls below a certain amount?

Yes - first you'll need to go to the Mobile Banking & Alerts page, select the low balance alert checkbox and select a dollar amount from the dropdown field (e.g., \$200). Choices are \$50, \$100, \$200 and \$500, with \$500 being the default. Thereafter, you'll get a low balance alert text whenever your primary account balance falls below that dollar amount. Low balance alerts are checked 3 times daily at 8 am, 12 pm and 4 pm CT.

Can I transfer funds into my primary account using my phone?

Yes - if you have selected a 'transfer source' account on the Mobile Banking & Alerts page, texting TRANS 400 to 28739 will transfer \$400 to your primary account and return a message with updated account balances for both accounts. Please be aware you can only transfer funds into your primary account.

I share a joint account. Can I set up two phones for the same primary account?

Yes - after you set up the first number you can select the Activate another phone link on the Mobile Banking & Alerts page then complete the simple two-step process.