

# DIGITAL BANKING

## IN THE KNOW

**Busey Digital Banking and the new Busey Mobile app are live! We appreciate your patience in navigating this update with us.**

We've seen great adoption with the new platform in the first few days since launch. Below are some common questions we're getting, along with answers on how Busey Digital Banking can be configured to best fit your needs.

For more information, including screenshots and step-by-step guidance for Busey Digital Banking and the Busey Mobile app, please review the [Digital Banking Guidebook](#) and our [Digital Banking microsite](#).

**Remember, this is just the beginning! With additional enhancements coming later in 2026, we will continue updating the platform to meet your evolving financial needs.**

**Haven't gotten started? Download the "Busey Mobile" app today!**

We recommend manually deleting the old app ("Busey-Mobile") from your phone or tablet.





## FREQUENTLY ASKED QUESTIONS

### How can I receive the security code via text?

After logging in, you can manage your verification preferences through the Settings menu to customize future account verification.

If you are not receiving a code, please contact our Customer Care team via the chat bubble in the bottom right of your screen or by calling [800.67BUSEY](tel:800.67BUSEY).

### Does the new platform offer Zelle®?

When you first open Zelle®, you'll be guided through reactivating your account. After verification, your payees, payment history, and scheduled payments will be restored.

**Zelle® is available for consumer accounts only.** For business needs, we offer several [Treasury Management services](#). Reach out to your relationship manager to learn more about what may work best for you.

### Where can I find my eStatements?

Your Busey eStatements converted over to the new platform. After logging in, you can easily find your eStatements by selecting the Online Documents menu.

A new eStatements window will open. From there, click "eStatements/Notices" and then the "Filter" button in order to view and/or download all available documents.

### What is the fastest way to get the support I need?

No one likes waiting. Unfortunately, we are experiencing extended wait times when calling Customer Care. You may find you get your answers a bit faster through our Customer Care Chat.

Getting started is easy, just click the "How can we help you?" bubble on [busey.com](https://www.busey.com) for live help in just minutes.

**Not seeing your question above?**

[Check Out More FAQs](#)

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## Need support?

### Customer Care

Monday - Friday 7:30 a.m. to 6 p.m. CT  
Saturday 8 a.m. to 12 p.m. CT

[800.672.8739](tel:800.672.8739)

### Treasury Management

*Treasury Management inquiries only*  
Monday - Friday | 7:30 AM - 6 PM CT

[800.749.7844](tel:800.749.7844) | [tmsupport@busey.com](mailto:tmsupport@busey.com)

### Stay Fraud Aware!

Be cautious of calls, texts or emails claiming to be from Busey. Do not click suspicious links or share passwords or passcodes. Phishing attempts may use lookalike website addresses, so always confirm you're on an official Busey site before entering information. **If something seems off, contact us directly using our [official phone number](#) or by typing our website into your browser.**

[Learn More About Protecting Your Accounts](#)

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# BuseyBANK®



Member FDIC



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