



Mobile Banking FAQs

Q. How do I enroll in Mobile Banking?

A. If you are an Online Banking customer, simply download the Broadway Federal Mobile Banking app to your mobile device and login using your Online Banking ID and password. The free app can be found on the Apple or Google Play Store.

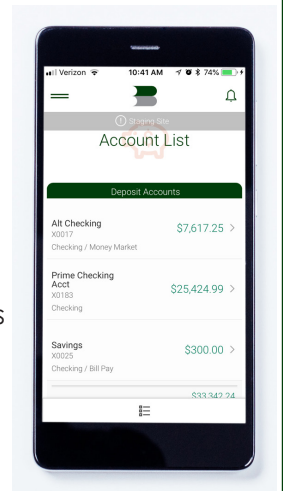
Download the free app today.



Q. What features are available with Mobile Banking?

A. Mobile Banking gives you secure access to:

1. View account balances
2. View up to date transaction history
3. Transfer money between your Broadway Federal Bank accounts and accounts you own at other financial institutions
4. Pay bills—add payees, view eBills, and schedule payments
5. Send money to friends, family, and service providers
6. Make Broadway Federal Bank loan payments.



Q. Do I need to be enrolled in Online Banking to use Mobile Banking?

A. Yes, you will need to be an Online Banking customer. You may sign-up for Online Banking by going to BroadwayFederalBank.com, clicking on the Login button and selecting Enroll in Personal Online Banking. If you prefer, you may also sign-up for Online Banking using the Mobile App. Enrollment is free.

Q. How do I access Mobile Banking?

A. Access is easy and free. Download the free Mobile Banking app onto your mobile device and login using your Online Banking ID and password. The free app can be found on the Apple or Google Play Store.

Q. How do I know if I can access Mobile Banking through my mobile device?

A. You can access Mobile Banking through most smart devices including an iPhone, iPad, or Android device. You may be required to update your smart device software before accessing Mobile Banking.

Q. Do I need a new User ID and Password for Mobile Banking?

A. No. You may use the same User ID and Password you use for Online Banking when accessing the Broadway Federal Mobile Banking app.





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Q: Can I utilize the fingerprint ID and/or Facial ID features on my mobile device to login to the Mobile App?

A: Yes, this functionality will work with the Mobile App providing the feature is enabled on your mobile device.

Q. What is the difference between the Mobile Banking app and the Online Banking website?

A. The Mobile Banking app has been optimized to provide secure and easy online account access from any mobile device.

Q. Can I make bill payments using Mobile Banking?

A. Yes, you may access online Bill Pay, as well as make payments and add payees all directly through the app.

Q. Which accounts can I make transfers to/from in Mobile Banking?

A. Mobile Banking offers all the same transfer functions you currently have access to in Online Banking. That includes, transfers between Broadway Federal Banking accounts or to external accounts at other financial institutions.

Q. Can I use Mobile Banking at any time?

A. Yes, Mobile Banking is available 24 hours a day, 7 days a week.

Q. Can I use multiple mobile devices to access Mobile Banking?

A. Yes. You may download the Mobile Banking app to any or all of your Mobile devices.

Q. How much does Mobile Banking cost?

A. There is no bank fee to use or access the Mobile Banking app. Check with your wireless provider for more information about fees associated with accessing the Internet from your mobile device.

Q: Is Mobile Banking Secure?

A: Yes, our Mobile Banking app has been developed with your security in mind. The app includes a secure login process, offering you safe and secure access to your account information from any mobile device.