



Tejas Bank TEXT Mobile Banking Q&A

What is Tejas Bank TEXT Mobile Banking?

Tejas TEXT Mobile Banking is a free service that uses the SMS text messaging feature of your mobile phone and allows you to check account balances and recent transaction history. Text Banking will provide you with four of the most recent transactions on your accounts if they have occurred within the last 15 days.

Please note: Mobile service provider charges and fees may apply. As well, Tejas Account Charges and Services are still as per your Tejas Account Agreements.

What transactions can I perform with Tejas TEXT Mobile Banking?

1. Check Account Balances by texting **BAL** to **89549**
2. View transaction¹ history by texting **HIST** to **89549**

Do I need a smartphone or iPad to sign up for Tejas TEXT Mobile Banking?

No, most mobile phones/devices that are capable of sending and receiving SMS text messages will work.

Do I have to enroll in Tejas Mobile WEB Banking in order to use TEXT Mobile Banking?

No. You can enroll in just TEXT Mobile Banking, just Mobile WEB Banking, or both.. However, you must be enrolled in Tejas Online Banking prior to any enrolling for any form of Mobile Banking.

What is the Tejas TEXT Mobile Banking number that I send the requests?

89549²

What TEXT Commands are available?

BAL = All Account Balances
BAL Mobile Short Name = Single Account Balance
HIST = All Accounts Recent Activity
HIST Mobile Short name = Single Account Activity
HELP = Show Commands
STOP = Cancel TEXT Mobile Banking Service

What if I want to stop using Tejas TEXT Mobile Banking?

Simply text **STOP** to **89549** or contact us at (432) 943-4230.

¹ Tejas TEXT Mobile Banking limits HIST text information to the last four transactions on the account that have occurred within 15 days.

² You will receive your enrollment confirmation from this number.



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What is the difference between Tejas Mobile WEB Banking and Tejas Mobile TEXT Banking?

Feature³	Tejas TEXT Mobile Banking	Tejas WEB Mobile Banking
Free (Your mobile carrier's text messaging and web access charges may apply)	✓	✓
View Account Balances	✓	✓
View Transaction History ⁴	✓	✓
Transfer Money Between Your Accounts		✓
Pay Your Bills		✓
Account Alerts		✓
Requires a smartphone with web-enabled browser that allows encrypted data to be sent & received		✓
Requires an authenticated ID & Password		✓

³ Some features or services are available to qualifying accounts and customers only.

⁴ Tejas Text Mobile Banking limits HIST text information to the last four transactions on the account that have occurred within 15 days.



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What should I do to protect my personal and financial information?

- 1) Remember that Account Information is often not encrypted when sending & receiving SMS or text messages.
- 2) DO NOT use your ACCOUNT NUMBER as a Mobile Short Name – It should be a nickname or pseudo name that you would be able to associate with your account.
- 3) Because text messaging stores balances and account history, Tejas Bank HIGHLY recommends that you delete your TEXT Mobile Banking Messages after receive them.
- 4) Tejas will NEVER ask for private or confidential information in texts or emails. If you receive such a request, DO NOT provide any private, confidential, or secure information via text message or email. Contact us immediately.
- 5) LOCK your phone or device when not in use.
- 6) Keep User IDs, Passwords, and Account Numbers in secure locations.
- 7) Do not allow others to access your phone or text messages.
- 8) If you lose your phone or device, please contact Tejas Bank at (432) 943-4230.

How do I get started using Tejas TEXT Mobile Banking?

First, you need to be enrolled in Tejas Online Banking. Once you are enrolled and signed on to Tejas Online Banking, go to the “Settings” Tab, select the “Mobile Settings” tab, then select the “TEXT Mobile Settings” tab, and complete the information about your device, your mobile service provider, and check the accounts you wish to access via TEXT Banking Services. Create or Use a pseudo name for each account. DO NOT USE ACCOUNT NUMBERS for Mobile Short Names. (For additional help, see the [Tejas TEXT Mobile Banking User Guide](#).)

If I need help with Tejas TEXT Mobile Banking, who do I call?

For help, call us at (432) 943-4230 and request help for Mobile Banking Support. We are available during normal business hours, except during banking holidays. You may also send an email requesting help to mobilehelp@mytejasbank.com. PLEASE REMEMBER THAT EMAILS ARE USUALLY NOT SECURE. We recommend that you do not include account numbers, or personal, confidential information in your email.

For more information about Tejas TEXT Mobile Banking, please consult your TEXT Mobile Banking Terms and Services Agreement and the Tejas Bank TEXT Mobile Banking User Guide.