

## Mobile Banking Guide

### Safely Access Your Hancock or Whitney Bank Accounts. Anytime. Anywhere.

Mobile Banking gives you the **power** to manage your accounts right from the palm of your hand!

### The Right Choice for You

With several different service options, you can choose the perfect one for your lifestyle and needs. It's fast, convenient, and secure. Just visit any Hancock or Whitney branch and set up a checking or savings account and enroll in Online Banking.

#### 1. Mobile Banking App for iPhone® and Android®\*

The Mobile Banking App for iPhone and Android offers a convenient way to perform day-to-day transactions from your phone, including viewing account balances and transactions, transferring money, paying bills, depositing checks and more!

#### 2. Mobile Banking Web App\*

Don't have an iPhone or an Android – no problem! You can perform most\*\* of the same day-to-day transactions using the Web App! Simply enroll and activate through Online Banking. Then login from any smart phone using the link provided in your confirmation text message!

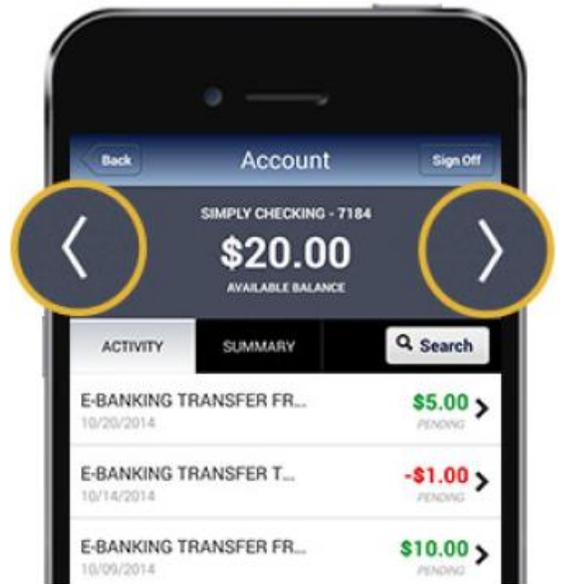
#### 3. Text Banking\*

Prefer to text? Hancock and Whitney Text Banking allows customers to access their information by sending and receiving simple text messages (SMS). (Note: certain transaction types may be limited with text banking (e.g., bill payment and transfer services are not available.)

\*Check with your mobile provider regarding message and data rates that may apply.

\*\* Mobile Check Deposit is only available on the Mobile Banking App.

No matter which option you choose, now you can make sound choices when it comes to managing your accounts at any time from virtually anywhere. Its convenience and freedom like you've never had before!



## Mobile Banking Guide

### Safe and Secure

Your privacy and the safety of your accounts and information is our top priority, which is why we've added extra security to our mobile services.

- HTTPS, 128 bit encryption, PIN or password access, and application time-out when your phone is not in use.
- No account data is ever stored on your phone.

The best security starts with you! Make sure no one has access to your phone without your permission and never store important passwords or logins on any mobile device.

### Getting Started with Mobile Banking

- Visit any Whitney Bank branch and open a checking or savings account.
- Enroll in Online Banking.
- Your mobile device must be internet enabled to access the downloadable Mobile Banking App and/or Mobile Banking Web App and must feature a text plan for Text Banking. We suggest that you first check with your mobile service provider.

### Enrolling is as easy as 1-2-3

Follow these three easy steps to enroll in Mobile Banking and bring all of your Whitney accounts to the palm of your hand:



**Enrolling in Mobile Banking is easy!**

- 1 Sign in to Online Banking
- 2 Select Mobile Banking
- 3 Follow activation instructions

#### Helpful hints when activating:

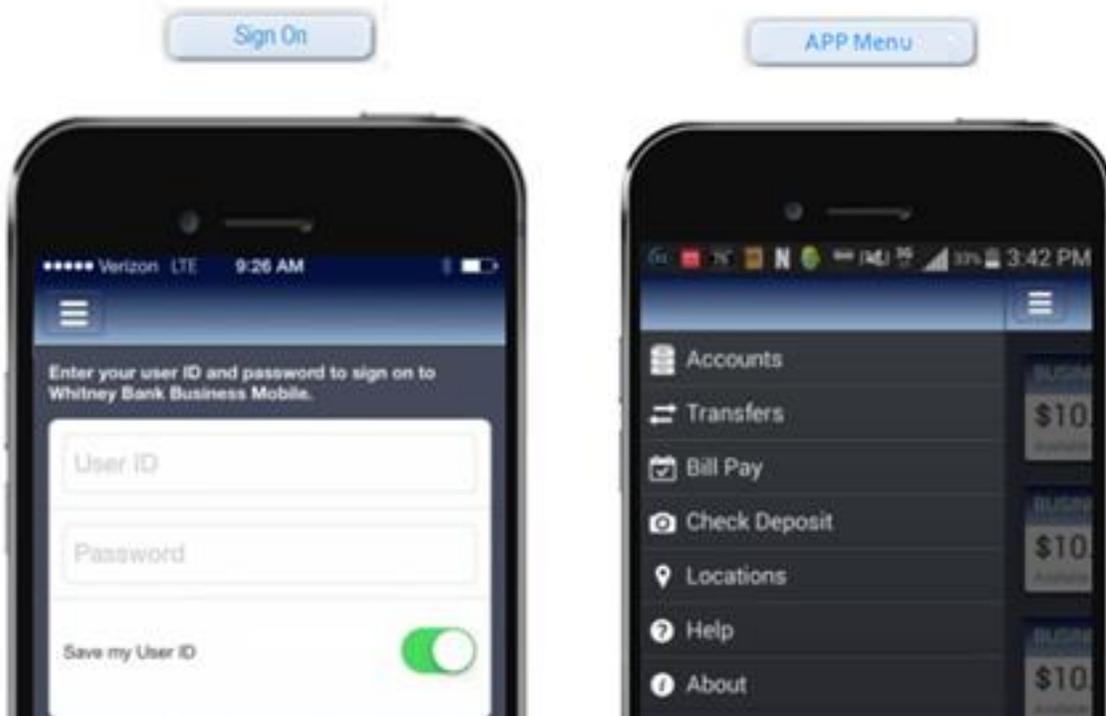
An activation code is needed for Mobile Banking App, Mobile Banking Web App or Text Banking.

- During the Mobile Banking Enrollment process you will be asked to enter some brief information about your mobile device.
- Once you have completed the registration of your mobile device, you will be provided with an activation code to be used the first time you log into Mobile Banking.
- iPhone and Android users, download the app from the app store.
- If apps are not available on your device, use the link in your confirmation text message to access the Web App.

*Once you've enrolled in Mobile Banking, you are ready to take your banking on the road or anywhere your heart desires. There are several options. Find the one that is right for you.*

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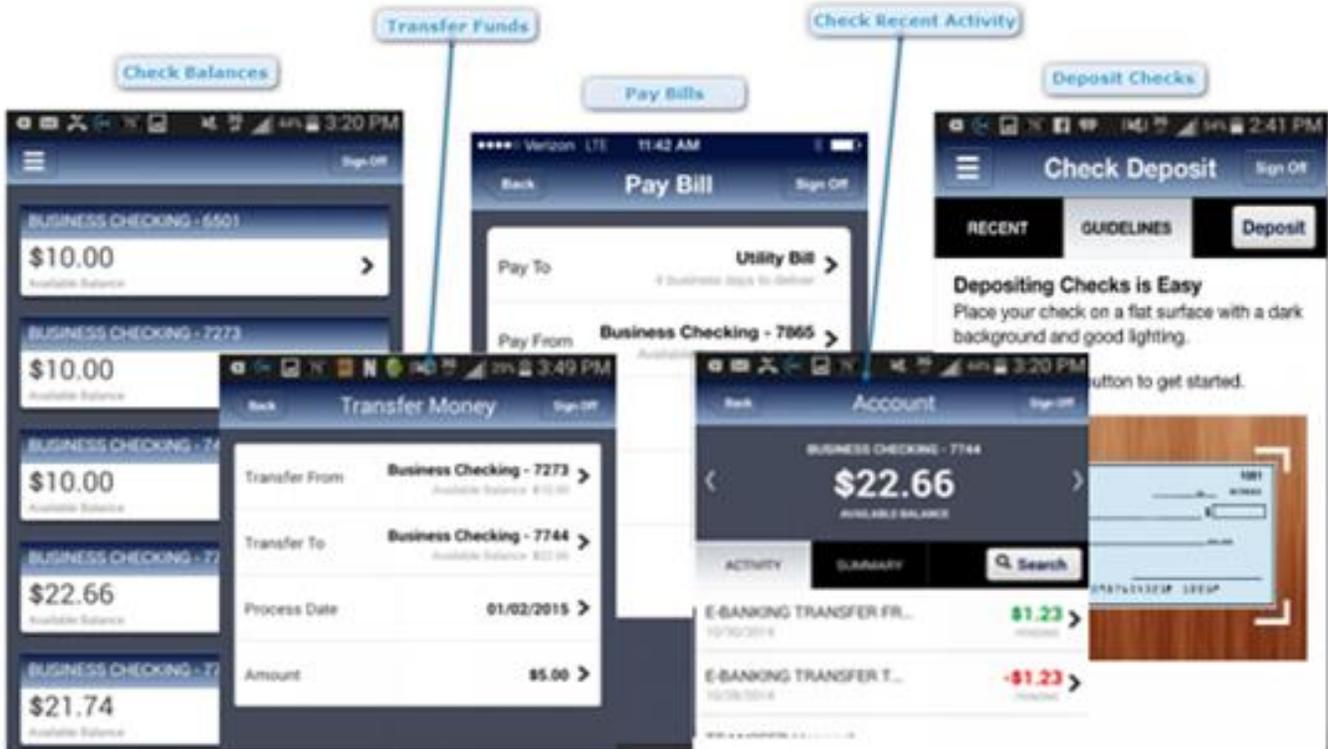
Enjoy the “Best Experience” in Mobile Banking with a Hancock Bank or Whitney Bank App!  
iPhone and Android Mobile App



### Easy to install:

- iPhone and Android Users download the Hancock or Whitney Mobile Banking App from the App store.
- To use the App for the first time, complete the registration of your mobile device within online banking. Use the activation code provided for your first logon.
- After launching the application for the first time, you may be asked to give permission to access the data network. You will need to grant permission to proceed.

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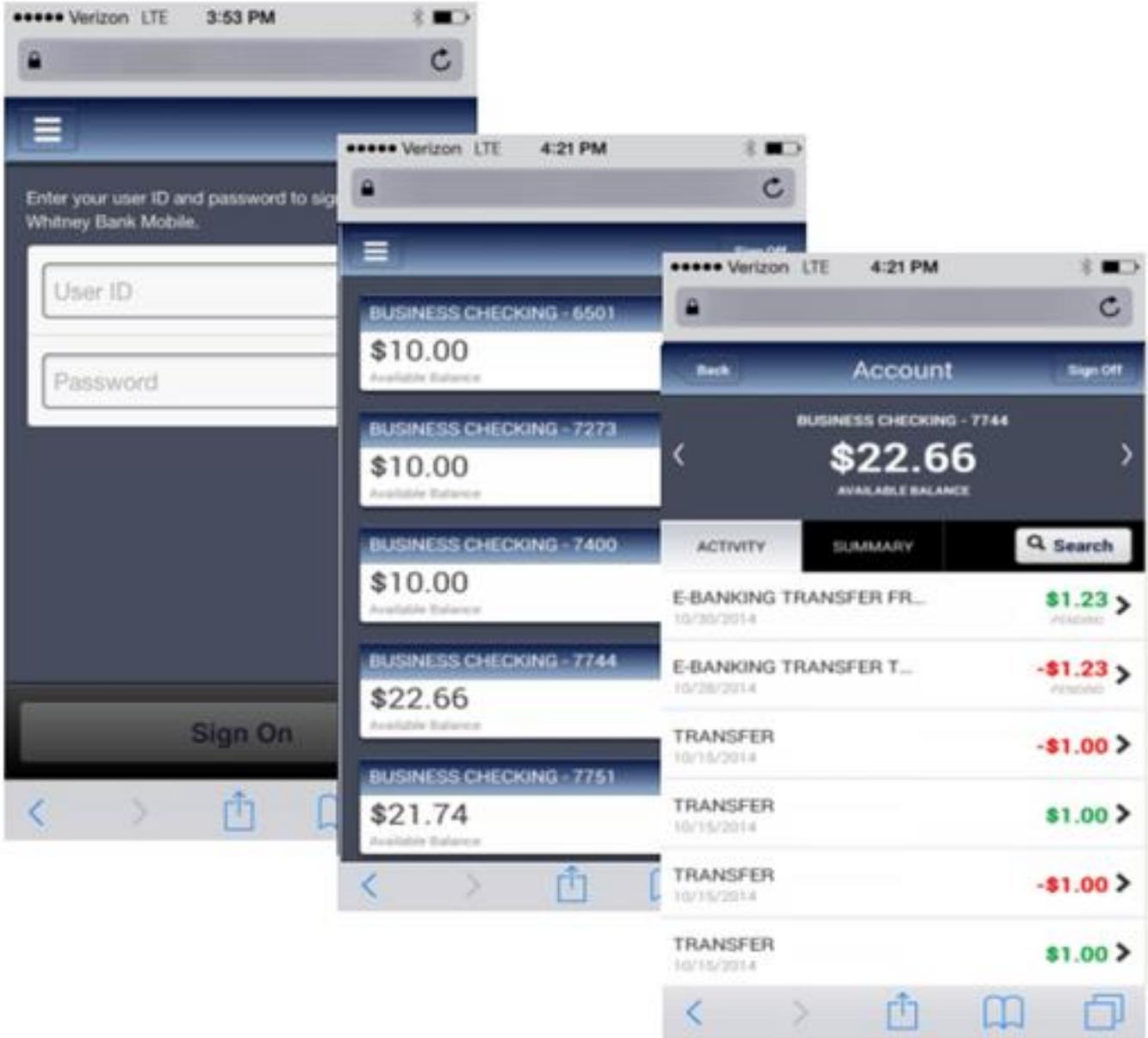


### Mobile Web App

Don't have an iPhone or an Android – no problem! If apps are not available on your device use the Web App.

- Access your checking, savings and loan accounts; get account balances; pay bills; transfer funds and more, all from your mobile device.
- Quick and easy banking through the secure website at:
  - Retail Mobile - <https://hb2go.mobi> or <https://whitney2go.mobi>
  - Business Mobile - <https://www.hancockbiz.mobi> or <https://www.whitneybiz.mobi>

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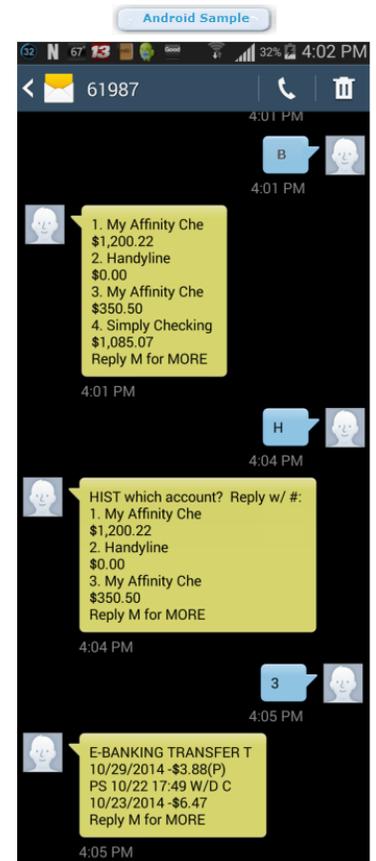
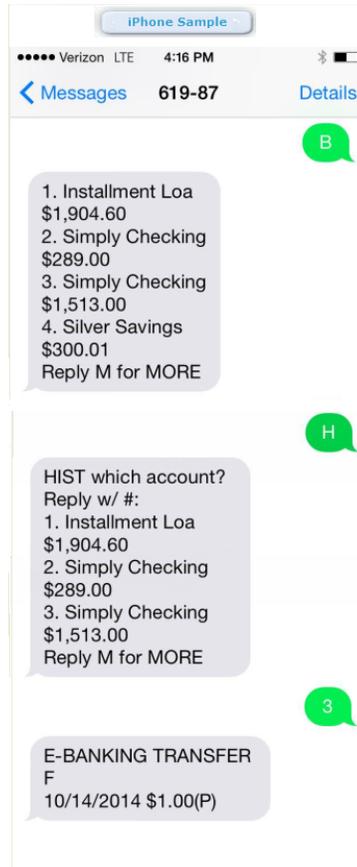
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### Text Banking

Gives you access to your accounts via text (SMS) messages on your phone using text commands. Get account balances and view recent transaction history.

Text commands:

- For a **summary of available balances**, text B to 99544.
- For a **summary of recent transactions**, text H to 99544.
- For a **list of available text commands**, text C to 99544.
- For **Help**, text HE to 99544.
- To **receive a URL** for the Hancock Bank or Whitney Bank Mobile Browser website, text L to 99544.
- To **receive a URL and new activation code** for the Hancock Bank or Whitney Bank Mobile Browser website, text R to 99544.
- To **deactivate all Mobile Bank text services**, text S to 99544.



### FAQ

Want more information? Have a specific question? Then check out our FAQ page.

### Customer Care

Need one-on-one help? Don't hesitate to call customer service; we're here to help.

**Hancock Bank** Customer Service 1-800-448-8812

**Whitney Bank** Customer Service at 1-800-844-4450