

The Savings Bank

BANKING THAT MEETS YOU WHERE YOU ARE.

1. How can I check my balance after hours?
 - Online or Mobile Banking
 - Telephone Banking: **1-877-830-4521**
 - Credit Card: **1-800-883-0131**
2. What are my options for making a check deposit?
 - Mobile Deposit in the **My TSB** Mobile App
 - In person at a TSB Branch or ATM
 - Night Drop
3. Is there a fee for using Mobile Deposit?
 - No, there is no fee to use our Mobile Deposit feature.
 - Limits apply; please see your account information.
4. How do I reset my Online Banking password?
 - You can reset your password by accessing mobile banking or online banking via www.TheSavingsBankOhio.bank.
 - Click "Forgot Username"
 - Select "Reset your password?"
5. What should I do if I suspect debit card fraud?
 - Use card controls in your **My TSB** mobile app to turn off your card.
 - Verify transactions and report suspicious activity.
 - Call **1-800-582-2265** during normal business hours
 - Call **1-800-754-4128** to speak to an after hours representative.
6. How can I open an account?
 - You can open a personal or business account with a TSB representative in person at any of our branches.
 - Visit us online at www.TheSavingsBankOhio.bank to open a personal account.
7. Should I notify the bank if I'm travelling?
 - If you are travelling within the United States, you do not need to notify the bank.
 - Call **1-800-582-2265** to speak to a representative if you are traveling abroad
8. How can I transfer funds between my accounts?
 - Online and Mobile Banking
 - In-person at any branch
 - Over the phone during normal business hours by calling **1-800-582-2265**.
9. How can I transfer funds to another person?
 - Zelle® is available for personal and business banking customers (if transfer exceeds Zelle® limits, please initiate a wire transfer).
 - Wire transfer or Wire Manager for Business Banking customers.
10. How can I pay my bills automatically?
 - Bill Pay is available through Online and Mobile Banking.
 - If you would like assistance setting up Bill Pay, please reach out to Customer Care during normal business hours at **1-800-582-2265**.

Need more information? Visit our website!



Customer Support Hours - **1-800-582-2265**

Monday - Friday: 8 a.m. - 5 p.m.

Saturday: 8 a.m. - Noon

24-Hour Support

- Debit Card: **1-800-754-4128**
- Credit Card: **1-800-883-0131**