**General Banking Queries**

1. **What is online banking?** Online banking allows you to conduct financial transactions via the internet on your bank's secure website or mobile app.
2. **How do I enroll in online banking?** To enroll in online banking, visit our website or mobile app, select the "Enroll" option, and follow the instructions.
3. **What are the benefits of online banking?** Online banking offers convenience, 24/7 access to your accounts, the ability to pay bills online, transfer funds, and more.

**Account Management**

1. **How do I check my account balance?** Log in to your online banking account and navigate to the "Account Summary" or "Balances" section.
2. **How can I view my transaction history?** You can view your transaction history by logging into your online banking account and selecting the "Transaction History" or "Activity" tab.
3. **How do I update my personal information?** To update your personal information, log in to your account, go to "Settings" or "Profile," and make the necessary changes.

**Transactions**

1. **How do I transfer money to another account?** Log in to your online banking account, select the "Transfer" option, enter the recipient's details, and confirm the transfer.
2. **What is the daily transfer limit?** The daily transfer limit varies by account type. Please check your account terms or contact customer service for details.
3. **How do I pay my bills online?** Log in to your account, select the "Bill Pay" option, add the biller information, and schedule your payment.

**Security**

1. **How can I reset my password?** To reset your password, click on the "Forgot Password" link on the login page and follow the instructions.
2. **What should I do if I suspect fraudulent activity on my account?** Immediately contact our customer service team and report the suspicious activity.
3. **How do I enable two-factor authentication?** Log in to your account, go to "Security Settings," and enable two-factor authentication by following the prompts.

**Technical Support**

1. **What should I do if I have trouble logging in?** If you have trouble logging in, try resetting your password. If the problem persists, contact our technical support team.
2. **How can I troubleshoot issues with the mobile banking app?** Ensure that you have the latest version of the app installed. Restart your device and try again. If the issue continues, contact support.
3. **What should I do if I experience a technical glitch during a transaction?** If you experience a technical glitch, do not attempt the transaction again. Contact customer service to verify the transaction status.