



Frequently Asked Questions...

What is Internet Banking?

Internet Banking is a fast, convenient way to access your Bank of New England accounts. You can view your account balances, transfer funds, view check images and view statements.

What Banking Transactions Can I Perform with Internet Banking?

- View deposit account balances and transactions.
- View Check images.
- View Deposit Account Statements.
- Transfer funds among your Bank of New England Deposit Accounts.

Is Internet Banking Available to Businesses?

Yes, the Internet Banking is available to BNE commercial customers. Please contact your customer service representative to learn about Business online Banking. Or call the main office at 603-894-5700 to be put in contact with a bank representative.

How do I reset my password?

If you forget your password click on the Forgot your Password link, a password will be sent via email. Or call the main office at 603-894-5700 to have a bank representative reset it for you.

Are there any password restrictions?

Passwords must be a minimum of 9 characters and maximum of 17 must be alphanumeric (contain at least 1 alpha and 1 numeric character) have at least 1 uppercase 1 lowercase 1 special character and are case sensitive.

What do I need to start using online banking?

An account that you are the owner or signer on at Bank of New England. Your Social Security Number. Internet Access. A computer with one of the following browsers: Internet Explorer 5.0 (or greater), Navigator 4.72 (or greater), Mozilla Firefox or Safari.

Note: Internet Explorer 5.5 or Netscape Communicator 6.1 are required to access some export options.

How Safe is BNE Internet Banking?

Bank of New England takes every precaution to keep your online experience safe. In a continued effort to safeguard online banking transactions, BNE requires a 128 bit encrypted browser.

In addition to encryption, your unique Customer ID and password will authenticate your access each time you use the service.

What Information is Required When I Register for Internet Banking?

To register for Internet Banking, you will need: The last 4 digits of your Social Security Number. Your Bank of New England Account Number.

What Happens if I Stop Using Internet Banking?

While Internet Banking is a free service, it may be canceled if there has been no activity for a period of 3 consecutive months. If canceled, you would need to re-register for the service.

Can I Open a New Checking or Savings Account Online?

No. Bank of New England currently does not allow new accounts to be opened online. Should you wish to open a new account please contact a customer service representative.

Can I pay our bills online?

No. Bank of New England currently does not offer the service of consumer Bill Pay.

Can I Change My Customer ID and Password?

To change you Customer ID contact a BNE customer service representative at 603-894-5700. To change your password click the Options button.

Can I Nickname My Accounts?

To change your account nickname click the Options button.

Can I Bookmark the Internet Banking Site to Gain Access More Quickly?

Yes, you can bookmark the Internet Banking site. From your browser menu, click on "Favorites" if you use Internet Explorer or "Bookmarks" if you use Netscape. Bookmark the Internet Banking site while on the Log-In page.

How Do I Know I am Visiting a Secured Internet Site?

Internet Banking is accessed through a "secured" Internet site to help keep your online financial information private and secure. You will know you are at a secured site when you see the https:// in the address field on your browser and the at the bottom of your screen.