

## MOBILE BANKING APP FAQs, INSTRUCTIONS AND SECURITY INFORMATION

Security Savings Bank's mobile banking app allows you to securely access your bank accounts from your mobile phone or tablet. You can check account balances, transfer funds, pay bills and more! It provides on-the-go convenience, flexibility and ease of use.

### Frequently Asked Questions about the Mobile Banking App

#### How can I get Security Savings Bank's Mobile Banking App?

*Here's what you need to get started!*

1. *You must be registered for OnLine Personal Banking at Security Savings Bank.*
2. *An Android™ or Apple® mobile phone or tablet (there is currently no mobile app available for Blackberry® devices)*
3. *A web-enabled device (mobile browser)\**

*\*Message and data rates may apply. Check with your mobile service provider for details.*

#### How secure is the Security Savings Bank Mobile App?

- *Smartphones such as Android™ and iPhones® have very controlled and secure operating systems*
- *Mobile Web Banking does not store any information in the user's device or the Web browser cache. All data is securely transmitted to Intuit servers using SSL.*
- *The mobile banking service provider works with external intelligence to ensure that rogue or malicious apps are not uploaded to Google Play™ or the iTunes App Store®.*
- *Just like OnLine Banking, you must enter your Username and Password for access*
- *Your account will lock down after three incorrect attempts from your mobile device*

#### What if my phone gets lost or stolen?

Personal information from your mobile banking account is never stored on your phone, nor is your password. Your account cannot be accessed without the username and password.

If your phone is lost or stolen, as a precaution, please notify Security Savings Bank as soon as possible. Additionally, you can sign into OnLine Banking from your PC and change your password. Also, please report to your phone service provider.

#### Why can't I simply use my computer to access my account?

You can certainly continue to use your personal computer. The mobile app just provides added convenience and flexibility to your banking options.