

Beginning May 7th, an upgraded banking experience is coming to our Mobile Banking platform!

What's new?

- A fresh and modern Mobile Banking experience with a simplistic design.
- Improved authentication to provide better security.
- Enhanced transaction capabilities.

What's staying the same?

Your account information and login credentials are unchanged. You can continue to expect our commitment to serving your financial needs alongside our exceptional security and reliability.

Will I need a new username and password? No, you will continue to use the same username and password you currently use.

Do I need to download the new version of the app when we go live, or will it update automatically? If you have automatic updates enabled for apps on your device, the app will automatically update. There will be a "force update" in place two days following the initial go live. At that time, when accessing the app, any customers that don't have automatic app updates enabled will receive an error message informing them to download the new version before they can proceed.

What are the compatibility requirements/recommendations? Our upgraded Mobile Banking app is certified on the current and two previous Android and Apple operating system (OS) versions. Since upgrades to OS versions happen often, this information can be found on the Android and Apple website to determine the latest OS version, and then verify you are running on one of the two most recent versions.

What features are no longer available in Mobile Banking?

- People Pay (P2P)
 - People Pay will still be available in Online Banking, not in Mobile Banking.
- Passcode for Quick Access
 - The 4-digit passcode that customers could use to log into the app is not supported in the upgrade.
 - Customers can fall back to the iPhone Passcode to log in by disabling biometrics. However, Android phones do not have that fall back capability and will need to use their password if not using biometrics.

The new app is available on Google Play and the Apple App Store starting May 7, 2025.

