



Service, Stewardship and Security

Providence **FREE** Mobile & Text Message Banking* Frequently Asked Questions

WHAT IS REQUIRED TO ENROLL IN MOBILE BANKING?

When you enroll in mobile banking, you will be asked security questions to verify your identity. These questions are based on your information on file with the three major credit bureaus. You will also need your social security number handy as part of your verification and will be asked to create a username and password.

CAN I TEXT MESSAGE BANK WITHOUT THE MOBILE APP?

Yes. To register for Providence FREE Text Message Banking* without the Mobile App, please speak to a Relationship Banker at any of our convenient locations. Once you are set up, all you need to do is text one of the following commands to MOBANK (62265) and you're ready to text bank.

- bal – returns balance on default account
- bal all – returns balance on all accounts
- bal nickname – returns balance on nickname account
- act – returns activity on default account
- act nickname – returns activity on nicknamed account
- cmd – returns short description of commands
- help – provides a phone number for support

DO I NEED ONLINE BANKING TO DO MY BANKING THROUGH THE MOBILE APP OR TEXT?

No. You can utilize the handiness of mobile and text message banking on their own. However, with the convenience of one username and password for mobile banking and online banking, you will automatically have access to both when you sign up for mobile banking. If you choose to take advantage of online banking simply visit our Website and input your credentials in the online banking login section.

IS MOBILE & TEXT MESSAGE BANKING SAFE?

Protecting your identity and information, along with your financial assets, is our top concern. To that end, we have in place state-of-the-art security measures (including encryptions and firewalls) that comply with federal law to safeguard your mobile banking experience. In addition, no personal information, such as your account number, is sent or stored on your phone.

WHO DO I CONTACT FOR TECHNICAL ASSISTANCE?

Contact our Customer Care Center at 1-888-9-BELONG (888-923-5664) with any questions regarding mobile or text message banking.

*Free downloadable App for Apple and Android users and text message banking are available. Providence Bank & Trust does not charge fees for using the mobile banking services. However, your wireless carrier may charge you a fee for SMS (text) messaging and/or data usage, whichever is required for mobile banking. All trademarks and registered marks are the properties of their respective owners.