

Is the Amistad Bank Mobile app accessible to everyone?

YES. The Amistad Bank Mobile app is accessible for anyone to view. To access Mobile Banking and Deposit, however you must be a customer. You can contact an Amistad Bank representative at (830)775-0295 and someone will be glad to assist you.

Is Mobile Banking available to everyone?

YES. Mobile Banking is available to all customers in good standing however; you must be signed up for on-line banking in order to access the Mobile Banking and Deposit features. Online banking is a FREE service available to all Amistad Bank customers. If you aren't signed up for on-line banking go to www.amistadbank.com and click on "Enroll" next to the internet banking login. If you have any question you can call us at 800.330.3540 and we will be glad to assist you.

How do I access the Amistad Bank Mobile Banking app?

- iPhone users can access the Amistad Bank free Mobile Banking App from the Apple App Store
- Android users can access the Amistad Bank free Mobile Banking app from the Google Play Store

Once you've downloaded your App, choose the "Mobile Bank and Deposit" icon where you will be prompted to enter your Access ID and Password. These are the same credentials you use to log into Online banking on-line. You are now connected to Amistad Bank Mobile Banking and Deposit.

Can I reset my password on the Amistad Bank Mobile App?

NO. At this time the application does not allow password resets.

You may reset your password on the Amistad Bank website on your mobile device or desktop computer. You can contact your bank representative at (830)775-0295 to have your password reset. You will be asked security questions then given a temporary password. This password must be changed the next time you log onto your online banking account.

What services are available with Mobile Banking?

- Checking your balance
- Viewing account history
- Transferring funds
- Paying bills
- And much more!

Amistad Bank Mobile Banking and Mobile Deposit Frequently Asked Questions CONTINUED

How do I pay bills through Mobile Banking?

You must be signed up for on-line Bill Pay. If you aren't signed up for Bill Pay, login to your online banking account. Once logged in, go to **Modify account access** under Settings & Services. There may be a fee for the service.

It may take a few business days to start the service. You will receive notification when you can use Online Bill Pay.

How will I know if the Mobile Banking App needs updating?

We continually strive to improve our mobile banking product. As new versions are released, enhanced or advanced features will make your mobile banking experience richer and more convenient. Please visit the app store for your device to download the most current version of the app. When a new version of the mobile banking app is available, you will be notified of the update. Simply update the app, and then you can continue using Mobile Banking and Deposit from Amistad Bank.

Is Mobile Banking Secure?

Your information is secure when using Mobile Banking. You are required to sign in the same way you would through on-line banking. Your account information is not stored on your device. For your protection, hit "Log Off" when you have finished your session to ensure you are securely disconnected. You will receive the message, "You have successfully logged off."

Along with secured account access, requiring authentication, user ID, and a password each time you log in, your personal information in Amistad Bank Mobile Banking is protected by the same advanced authentication technology as on-line banking. Additionally, the SSL (Secure Sockets Layer) ensures that your connection and information are secure from external inspection. A further safeguard automatically signs you out of your session after ten minutes of inactivity on your device. Remember, it's always best to sign out manually after you complete your session.