

Is THB Mobile Banking secure?

Yes. Like Online Banking, Mobile Banking offers the following security safeguards:

Authentication - Mobile browser and application solution customers are authenticated for every interaction with any Mobiliti component. Customers are authenticated by username and password or by utilizing existing login credentials for single sign-on.

Encryption - 128-bit encryption is used for all transactions within Mobiliti and between Mobiliti.

Is my personal or financial information stored on my phone?

No. Mobile Banking does not save any files with personal or financial information on your mobile device. That information stays strictly within Online Banking.

Which accounts can I access using Mobile Banking?

You can access any account you have set up in Online Banking. You select which accounts you want to access using Mobile Banking during the enrollment process.

How current is the account and transaction information?

When you view your account balance, you see the current available balance. When you view transaction history, you see the most recently posted transactions. Pending transactions do not display.

Can I add more than one mobile phone?

Yes. You can enroll more than one mobile device. To add a new phone, complete the Mobile Banking setup screen.

What if my phone number changes?

If your mobile phone number changes, simply update your mobile phone number in Mobile Banking. To update the mobile phone number, complete the How To Change a Phone Number section.

What if my phone is lost or stolen?

If your mobile device is lost or stolen, no one can access your account without knowing your password and, in some cases, your unique user name. To prevent unauthorized access to your account, you can deactivate your phone in Mobile Banking. To deactivate your mobile device, complete the How To Deactivate or Stop Using a Mobile Device section.

How do I stop using Mobile Banking on my phone?

To stop using Mobile Banking on your mobile device, complete the How To Deactivate or Stop Using a Mobile Device section.

Which phones can I use for Mobile Banking?

Most phones with text messaging capabilities can take advantage of Mobile Banking. Hundreds of models are supported.

Which mobile service carriers support Mobile Banking?

Mobile Banking works on all major mobile service carriers in the U.S.

I have a prepaid plan, can I use Mobile Banking?

Mobile Banking works with most prepaid plans, but we cannot guarantee that your carrier supports standard U.S. short codes.

Is there a fee for using Mobile Banking?

Mobile Banking is free, but your wireless carrier's data and message rates and roaming charges may still apply.