

# Mobile Banking Security

## *Protecting Your Information and Your Assets is a Top Priority*

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The mobile banking app uses the same 128-bit encryption technology used for online banking.

### **Mobile Banking Security**

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Your identity is verified through multiple factors, account numbers are masked and mobile app sessions are automatically timed-out after ten minutes of inactivity. Also, please know that Security Bank of Crawford will never solicit you through the mobile channel for your account credentials, especially your password.

#### **Mobile Security Tips**

##### **Tip 1: Use common "Web" sense**

Follow the same best practices you do when browsing the Internet or accessing email from your PC. For example:

- Don't click on links sent via text or email from people you don't know.
- Be careful about downloading applications and/or opening files from sites you are not familiar with.

##### **Tip 2: Make your phone more secure**

- Review your phone's user manual to gain a better understanding of what security options are available on your device.
- Consider additional security software and antivirus solutions.
- Disabling your Bluetooth connection when it's not in use can prevent attackers from taking advantage of that connection to download malicious code to your device.

##### **Tip 3: Lock your phone**

Use the keypad lock or phone lock function on your mobile device when it is not in use. These functions password-protect your device to make it more difficult for someone else to view your information. Also, be sure to store your device in a secure location.

##### **Tip 4: Only keep what you need**

Regularly delete old text messages, clear your browser history and delete files from your phone. Also, make sure you remove all sensitive information prior to recycling, selling, or giving away your device.

##### **Tip 5: Make sure you know your phone**

Keep a record of your phone's make, model and serial number. This information could prove valuable if your device is lost or stolen.

##### **Tip 6:**

- Quickly notify your service provider so your device can be disabled, reducing the risk of your information being accessed
- Remove your mobile banking number from your mobile banking profile within Online banking or call customer service at 254-486-0003.

As always, you'll want to monitor your accounts for suspicious activity. If you notice anything that concerns you call us right away at 254-486-0003.

##### **Tip 7: Download only from reputable sources**

Download mobile apps only from reputable sources to ensure the safety of your personal and account information. We encourage users to download the most recent versions of our apps and keep them updated. Our apps are supported by Android and iPhone devices.

##### **Tip 8: Sign-off when you are done**

For your security, sign off when you finish using our Security Bank of Crawford Mobile Banking app rather than just closing it.

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

Nobody wants their phone lost or stolen. But in the rare case that it does, you should know that your mobile banking access is secured.

- No personal information from your Mobile Banking account is ever stored on the phone. Your password is never stored.
- Your login session automatically times out after ten (10) minutes of inactivity.