

Who do I call if I have questions about Mobile Banking?

You will call First Texas Bank at 254-634-2132 and ask for Customer Service. You may also select the Contact Us button at the bottom of the login page of the Mobile Banking.

Do I have to sign up at the bank to use the mobile app?

To use the non-public customer features of the app and login, you must be signed up for Online Banking.

Once I have come into the bank and signed up for Online Banking, can I login the first time through the mobile app?

No, you must first set-up your credentials (login name, password, security questions, picture and security phrase) through Online Banking before you can login through the mobile app.

What information is required for me to login to the mobile app?

You will use your existing Online Banking login and password.

Must I agree to any additional Terms and Conditions for Mobile Banking?

There are separate Terms and Conditions for using Mobile Banking. The Terms and Conditions are on the login page of the Mobile Banking under the Terms of Use button. You should click on the Terms of Use button and read the full details of the Terms and Conditions for using Mobile Banking. The Terms and Conditions state that once you have logged into the Mobile Banking, you have agreed and accept the Terms and Conditions of the Mobile Banking.

Can I turn off the login feature on Mobile Banking?

Yes, once you have logged into the Mobile Banking, you can then click on the Settings button (*located in the scrolling menu bar at the bottom of the app*) - General Settings and turn the Auto Login feature On. You will be given a warning message stating that it is recommended that with Auto Login feature On, that you should have your phone password protected.

The auto login feature only allows you to view information. If you attempt to make a transfer you are immediately required to login.

Can I get disabled by entering an invalid login ID or password?

Yes, the same as the Online Banking after 3 invalid attempts you will be locked out.

How do I get unlocked?

Mobile Banking will automatically unlock after 30 minutes or you may contact the bank at 254-634-2132, an employee will unlock you and you will then be required to wait 15 minutes before logging back into the Mobile Banking.

If I forget my password and I call the bank to have my password reset, can I change my password through the mobile app?

No, when the bank resets you and forces a password change, you must first login through Online Banking and change your password. Once your password is changed, you can go back to the mobile app and login.

Will there be a “forgot user name” or “forgot password” link through Mobile Banking?

No, these links are only available through Online Banking.

What accounts can I see through Mobile Banking?

The same accounts that can be seen through Online Banking.

What capabilities/information is available on my accounts once I have logged into Mobile Banking?

◆ **View Account Available Balances**

Can only view DDA, Savings or Loans

◆ **View Transactions**

Accounts page-quick access transactions by scrolling down on page on the primary listed account (5, 10 or 15 transactions-customer selects display number through Settings button-General Settings)

Can change primary listed account by also going under Settings-General Settings-Select Primary Account

History-Only maintains the last 60 transactions (not days but physical transaction count)

◆ **View Images**

Can only view checks (front and back) that were deposited at other institutions

◆ **Transfer Funds**

Transfer between DDA and Savings

Future dated and immediate transfers (can cancel future dated transfers prior to effective date, immediate transfers cannot be cancelled through Mobile Banking once submitted)

*****Any features not listed above such as bank statements, stop payments, change of address, etc. are currently only available the Online Banking product. *****