

## Frequently Asked Questions

### Mobile Apps for iPhone™ and Android™

#### What can I do with 1st Security Bank's Mobile App?

Lots of things! You can check your balances, review transaction history, look at cleared checks, make transfers, and even pay your bills. You'll also have access to find our Branch & ATM locations.

#### Is there an App for my phone?

We currently offer Mobile Apps designed to work with iPhones™, iPads™, and Android™ devices.

#### What if I have a Smartphone but I can't get Apps?

If you have a phone with internet access but can't download Apps or you have a Windows phone, we recommend using our Mobile optimized website. The layout is very phone friendly with the look and feel of a traditional App. You can find the Mobile version of our website at <https://m.diginsite.com/fsbwa/>

#### Are there any fees for using Mobile Apps?

1st Security Bank's Mobile Apps are available to download at no charge. There are no bank fees for using mobile banking services. *Data and text messaging charges from your mobile carrier may apply.*

#### Do I need to sign up before using Mobile Apps?

You don't need to sign up or register for Mobile Banking, but you do need to be an active online banking customer to log in. If you're already an online banking customer, mobile banking is ready and waiting for you. If you aren't, visit us at [www.fsbwa.com](http://www.fsbwa.com) and enroll now.

#### What do I need to log in?

After downloading and installing our Mobile App you will be able to log in using your existing Online Banking Username and Password. If you aren't already an Online Banking user, you can enroll now by visiting us at [fsbwa.com](http://fsbwa.com) from your PC.

#### Is it safe to have bank information sent to my phone? Is my information just floating around in the air for anyone to pick up?

Our Mobile Apps use 128 bit encryption. This means that neither your wireless carrier, nor anyone else, is able to infringe on your wireless signal, nor will anyone be able to decipher any information sent to the phone.

#### What if I lose my phone? Will someone be able to find my login information on my phone?

Secure login information is never stored on your device. If you lose your phone we suggest that you contact your mobile provider and report the lost phone so that it can be deactivated for your general protection.

#### What if I forget to log out and later lose my phone? Could someone open the app later and have access to my information?

Our Mobile Apps have automatic inactivity logouts. If the application is inactive for *10 minutes*, or the application is closed without logging out, the session will time out and require you to log back in again before granting access to any information.

#### Will anyone be able to see my account numbers?

No. Mobile Apps use account masking and only display the last 4 digits of your account numbers.