

1st Security Mobile Banking App FAQs

What kinds of things can I do with the 1st Security Bank Mobile App?

Lots of things! You can check your account balances, review transaction history, deposit checks, make transfers, send money to friends and family with Popmoney, and even pay your bills. You'll also be able to search for our branch & ATM locations.

What devices does the 1st Security Bank Mobile App work on?

The 1st Security Bank Mobile App is designed to work with iPhones, iPads, and Android devices, which includes Kindles. Our app supports the mobile operating systems iOS 10 and 11, and Android v5.0 and higher.

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, you have a Windows phone, or you are using an unsupported mobile operating system, we recommend using our website www.fsbwa.com. It's been optimized for mobile viewing and gives you the same functionality of the desktop site, but on your phone.

Are there any fees for using the 1st Security Bank Mobile App?

The 1st Security Bank Mobile App is available to download at no charge. There are no bank fees for using mobile banking services. *(Standard data and text messaging charges from your mobile carrier may apply.)*

Do I need to sign up for online banking before using the 1st Security Bank Mobile App?

Nope! If you aren't already registered for online banking with 1st Security Bank, you can easily register via the mobile app. Just download the app and tap "Sign Up" in the lower left corner of the screen. The only requirements for using the mobile app are having an account or loan with us and having a mobile device.

How do I log in to the app?

After downloading and installing the 1st Security Bank 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 opening the app and tapping "Sign Up" in the lower left corner of the screen. Once you've logged in, you can also set up the app to allow you to login via your fingerprint or facial recognition, whichever your device supports.

Is it safe to access my bank information on my smartphone?

Yes, very safe. The 1st Security Bank Mobile App uses 128 bit encryption, which means that neither your cell service provider, internet provider, nor anyone else is able to access the secured information as it's sent to and from your device.

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

Secure banking login information is never stored on your device. If you lose your phone we suggest that you contact your cell service 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?

The 1st Security Bank Mobile App has automatic inactivity logouts. If the application is inactive for *5 minutes*, 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.