



FAQs | iBank Mobile

The following information should assist with questions regarding the iBank Mobile product.

OVERVIEW

iBank Mobile is the mobile application version of Clarien iBank, providing fast, secure access to your Clarien accounts on your mobile device. It's the easy-to-use mobile app that lets you bank whenever you want, wherever you are.

FREQUENTLY ASKED QUESTIONS

- **How do I access iBank Mobile?**

To access your Clarien iBank Mobile you must be a registered iBank Client. First you must sign onto your iBank profile from a desktop or web browser and enroll in Clarien iBank Mobile. Simply go to **Self Management** and select **Enroll to Clarien iBank Mobile**. You can then download the Clarien iBank Mobile app from the Google Play store or iOS App Store.

- **Do I need my token to sign into iBank Mobile?**

You will need only your username and password to sign into iBank Mobile. You will be able to view your accounts, perform Own Account Transfers and use pre-authorized templates without your token. Any other new transaction will require your token to authorize the transaction. You will still need your token to sign into your iBank profile from a desktop or web browser.

- **What banking transactions can I perform with iBank Mobile?**

You can perform Own Account, Local and International Transfers, Bill Pay and predefined (preauthorized) template transactions may all be completed via iBank Mobile.

- **Is there a charge to use iBank Mobile?**

No, there is no additional cost to use iBank Mobile.

- **Can I use both my existing token and the new Soft Token with my iBank Mobile?**

Yes, you may use either token interchangeably to access iBank Mobile or the desktop version of Clarien iBank.

- **What devices can I use iBank Mobile on?**

The system requirements are as follows:

- iOS v. 9, 10, 11
- Android v. 4.4+, 5, 6, 7, 8

- **Which customers can use iBank Mobile?**

iBank Mobile will be available for Retail and SME customers only. It will be not available for Commercial iBank clients at this time.

- **Can I send Secure Messages from iBank Mobile?**

You will only be able to read your secure messages on iBank Mobile. In order to send messages you will need to sign in on the desktop version of Clarien iBank.

- **Can I download my monthly statement from iBank Mobile?**

No, you will only be able to view account activity up to 1 year (365 Days).

For questions, please contact our Service Center at 441-296-6969 or by email at ServiceCenter@clarienbank.com.