



FAQs | iBank Mobile

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

OVERVIEW

iBank Mobile is the mobile app version of Clarien iBank providing fast, secure access to Clarien accounts on mobile devices. It's the easy-to-use mobile app that allows customers to bank whenever they want, wherever they are.

FREQUENTLY ASKED QUESTIONS

- **When will iBank Mobile be released to the public?**
iBank Mobile will be released internally prior to the public release. However, release dates are still being determined.
- **What banking transactions can I perform with iBank Mobile?**
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, the Clarien Authenticator (hard token) and Clarien Digital Authenticator (soft token) may both be used interchangeably to allow access to 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, 16
 - Android v. 4.4+, 5, 6, 7, 8, 13
- **Which customers can use iBank Mobile?**
iBank Mobile will be available for Retail and SME customers only. It is not available to Commercial clients.
- **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 for 1 month (30 Days).

[INTERNAL USE ONLY]

iBank Mobile Incident Tracker: Please submit iBank Mobile issues and off occurrences online:

<https://goo.gl/forms/WpXQ0BMT5bvTJ9Yh2>

For questions, please contact Michael Paynter (mpaynter@clarienbank.com, ext. 2774).