

The following information should assist with questions regarding the Clarien Soft Token product.

OVERVIEW

Clarien Soft Token is an app that provides customers with an alternative token option for accessing Clarien iBank. Clarien Soft Token is another secure, convenient way to authenticate Clarien iBank transactions

FREQUENTLY ASKED QUESTIONS

- **Is there a charge to use Clarien Soft Token?**

No, there is no additional cost to use Clarien Soft Token. If you lose your physical token, you can avoid the \$35 token replacement fee if you sign up for the Soft Token.

- **Can I use both my existing Hard Token and new Soft Token?**

Yes, you may use either token interchangeably for Clarien iBank desktop or iBank Mobile access.

- **What are the Operating System requirements for Clarien Soft Token?**

The system requirements are as follows:

Apple iOS

iPhone

- Requires iOS 8.0 or later.

iPad

- Requires iPadOS 8.0 or later.

iPod touch

- Requires iOS 8.0 or later.

Mac

- Requires macOS 11.0 or later and Mac with Apple M1 chip or later

Android OS

Android version 5.1 and up

- **Is the Clarien Soft Token available to all customers?**

Clarien Soft Token is available for Retail, SME and Commercial clients.

- **Can I use finger print authentication to access Clarien Soft Token?**

Finger print authentication is available with the Soft Token on android/iOS devices that meet the necessary hardware requirements.

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