

## **TCB Mobile App Frequently Asked Questions**

### **What can I do with the TCB Mobile App?**

*Our mobile app allows online banking customers to check account balances and transaction activity, make transfers between eligible accounts, pay bills and create account alerts.*

### **How much does it cost to use the TCB Mobile App?**

*There are no fees to use or access the mobile app. Please check with your wireless provider about carrier and web access charges.*

### **How secure is the TCB Mobile App?**

*The Commercial Bank is committed to protecting your financial data, and keeping your information safe and secure is a top priority for us. We protect your information by ensuring that we:*

- *Use a multi-layered security approach in our registration and authentication process to prevent unauthorized access to account information.*
- *Never ask you to provide confidential information including account numbers, Social Security numbers, ATM/debit or credit card numbers, or PINs.*
- *Encrypt your personal information using advanced encryption methods when storing or transmitting data.*

### **What should I do if I lose my device?**

*If your mobile device is lost or stolen, call 706-743-8184 to deactivate your account.*

### **Is the TCB Mobile App available for my device?**

*The app is available for all Android and iOS devices. If you have questions about specific OS requirements, please visit the Google Play store or the iTunes store for details.*

### **How do I know I am downloading a legitimate app?**

*To ensure the safety of your personal and account information, download mobile apps from reputable sources such as the Google Play store or the iTunes store only. When downloading the TCB Mobile App for your mobile device, ensure that The Commercial Bank is listed as the seller or publisher. If you have concerns about the authenticity of a mobile app, please contact us at 706-743-8184 for more information.*

**What should I expect the first time I log into the TCB Mobile App?**

*The first time you log on to the app you will be required to enter your existing online banking username and password and then authorize your mobile device. You will be prompted to request an access code that will be sent by text message or voice call to a number in your online banking profile. Once you receive and enter this code, you can save this authorization information by selecting “Remember this device”.*