

Mobile Banking App

Frequently Asked Questions

What is the Mobile Banking App?

The Alliance Bank Mobile Banking App combines the benefits of Internet banking with the power of Android™ phones, the iPod® and iPhone®, providing quick access to account information. The Alliance Bank Mobile Banking App allows you to easily transfer money between accounts, check your account balances (and even deposit checks) after signing in to your account.

What is required to use the Mobile Banking App?

1. An Online ID and Password from Alliance Bank Online Banking
2. An active Alliance Bank checking, savings or money market account

How do I get started using the Mobile Banking App?

Once you have downloaded the app from the iTunes® or Google® Play Store from your mobile device, you are ready to begin. Using your Alliance Bank online banking ID and password, you can automatically begin managing your finances. Visit www.alliancebank.us to log in and get started.

Does my mobile device support the Mobile Banking App?

This application is available for Android, iOS and Windows® operating systems. All of these operating systems have a different look and feel. Smart phone and tablet system requirements are as follows:

- Android operating system: Version 2.3.4 and higher for phone and tablet interfaces
- iOS operating system: Version 6 and higher for phone and tablet interfaces
- Windows operating system: Version 8.1 for tablet; version 8.0 for the phone

Is Online Banking required to use the Mobile Banking App?

Yes.

How is the Mobile Banking App different from Mobile Banking?

Because the application is stored on the device, it does not have to “re-download” itself every time it’s opened, providing better speed and performance. The Alliance Bank Mobile Banking App also delivers a better user experience with more visually appealing features and functionalities.

Is the Mobile Banking App free?

Yes.

How do I know if the Mobile Banking App I am downloading is legitimate?

Only download mobile apps from reputable sources. When downloading the Alliance Bank Mobile Banking App, ensure that Alliance Bank is listed as the app publisher or seller. If you have any questions or concerns, please contact us before downloading the app or visit www.alliancebank.us for additional information.

Is the Mobile Banking App safe?

Yes, the Alliance Bank Mobile Banking App is safe and secure. The Mobile Banking App travels in encrypted packets of data. 128-bit encryption protects data from being monitored during transmission across the Internet. The session ends when you close your app and times out if you forget. Also, no identifiable personal information, such as your account number, will be sent or stored to your device.

