Mobile Banking App
Frequently Asked Questions

What is the Mobile Banking App?

The Mobile Banking App combines the benefits of Internet Banking with mobile devices to provide quick and easy access to your account information. The Mobile Banking App allows you to check your account balances, transfer money between accounts, make loan payments and even access bill pay all with the ease of access via your mobile device.

What is required to use the Mobile Banking App?

The Mobile Banking App is only available to customers that have an active Internet Banking account. The Mobile Banking App and Internet Banking both use the same authentication information to access your banking information.

How can I get the Mobile Banking App?

To install the Mobile Banking App you can download the app from the Apple App Store or Google Play to your mobile device. To find the Mobile Banking App search for "Community Bank of Cameron".

Are there fees to use Mobile Banking App?

We do not charge fees to download the Mobile Banking App or for the use of Mobile Banking. You should contact your mobile device service carrier for information about fees associated with sending or receiving text messages or accessing the internet from your mobile device.

Which accounts can I access using the Mobile Banking App?

You can access any account you've setup in Internet Banking. At times some setup information will need to be managed through Internet Banking such as adding access to new accounts or adding new payee information in Bill Pay.

How current is the account and transaction information?

When you view your account balance, you see the current available balance. When you view transaction history, you see the most recently posted transactions. We do not show any pending transactions. The Mobile Banking App has a real time connection with Internet Banking.

Is the Mobile Banking App Safe?

Yes, the Mobile Banking App is safe and secure. To ensure the safety and privacy of your account information, we provide some key security features such as:

- Authentication – you are authenticated for every interaction with Mobile Banking App.
- Encryption – we use 128-bit encryption for all transactions.
- Data storage – no identifiable personal information is stored on your mobile device.

What can I do to keep my Mobile Device Safe?

It is important to keep your mobile device updated and secure. Consider the following:

- Operating Systems and Firmware versions – it is recommended that you stay current with Operating System updates and Firmware updates. Performing updates on your devices provides you with the latest software enhancements to assist with keeping your device safe and secure.
- Locking your device – enabling the locking features on your mobile device. Features such as PIN protection or Touch-ID protection provides an additional layer of security to keep your device safe and secure.

What if my Mobile Device is lost or stolen?

If your Mobile Device is lost or stolen, no one can access your account without knowing your password. To prevent unauthorized access to your account you can deactivate your device through Internet Banking so it is no longer associated with your account.

How can I help keep my account information safe and secure?

In addition to the security measures described above you can take the following steps to further protect your personal and account information on your mobile devices:

- Apply password protection to your mobile device.
- Use strong password information that will only allow you to access your mobile device.
- Do not leave your mobile devices unattended when signed into the Mobile Banking App.