



SERVICE RUNS DEEP

## The Countdown Begins: New Online & Mobile Banking Launch!

The launch of our new Online & Mobile Banking on March 31<sup>st</sup> will require customers with access to the current system to complete a new authentication process. Please follow these steps, and your one time authentication set up will be complete.

To download your free River Bank & Trust Mobile Banking App\*, search for "River Bank & Trust" in the Apple App Store for iPhone or iPad or in the Google Play store for Android smartphones.

All Mobile banking users must install the NEW River Bank & Trust Mobile Banking App. The app you currently have installed on your mobile device will NOT be in service beginning 12:00 PM on Friday, March 27<sup>th</sup>.

\*Wireless data rates may apply. Apple®, the Apple logo, iPhone® are trademarks of Apple Inc., registered in the U.S. and other countries.

# NOW, LET'S GET STARTED

1. Go to [www.riverbankandtrust.com](http://www.riverbankandtrust.com) on your computer or laptop.
2. Enter your current username and temporary password and click Sign In. (Your temporary password is your Username and the last 4 digits of your Social Security Number (Employer Identification Number [EIN] for Business accounts). Do not insert spaces, dashes, etc. between the two sets. **For example, if your Username is janedoe and your Social Security Number is 419-99-1111, then your temporary password will be janedoe1111.**)
3. Create your new password. You can use your previous password or create a new one.
4. Setup Security Questions and Answers.
5. Review and Accept the Terms and Conditions.
6. Verify email.
7. Set up your device for OOBA (Out of Band Authentication).
8. Setup is complete! You can now access your River Bank & Trust accounts!

Note: You may also complete these steps with your new Mobile Banking App if you prefer.

**Have questions or need help? Call one of our local offices below:**

**Dothan Main:** 334-702-2265

**Dothan West:** 334-794-2265

**Enterprise:** 334-348-2265

**Operations Office:** 334-792-5324