

Mainstreet Community Bank of Florida Mobile Banking Security

Mainstreet Community Bank of Florida offers a variety of convenient ways to access your accounts. For each, we take the greatest care to ensure that all of our platforms maintain a high level of security and integrity.

How do we keep your information secure?

- Username and password to confirm your identity and ensure the privacy of each Mobile Banking session you conduct
- Two-factor Authentication (2FA) to provide a second layer of identity verification
- Encryption to protect our app and the transmission of data including customer account information and the integrity of all transactions

Banking in secure sessions

Each mobile banking session begins only after you establish your identity with a username and password, unique passcode or biometrics (if available on your device). Your session automatically ends when you exit the application.

Things you can do to protect yourself

- Only download apps from reputable sources such as iTunes App Store or Google Play.
- Always store your device in a secure location. Never leave it unattended in an unsecured or public setting.
- Frequently delete account-related text messages.
- Never disclose personal information (account numbers, passwords, or other sensitive information) via text message.
- Disable features of the device that aren't in use to minimize points of vulnerability. For example, disable Bluetooth connectivity when not in use.
- Regularly install OS and firmware updates.
- Protect your password. Don't reveal it to anyone! Memorize your credentials rather than writing them down.
- Make your password unique. Truly safe passwords don't incorporate easily guessed information like names, phone numbers, addresses, known dates, etc.
- Use your phone's built-in security features – Setup a passcode on your device and configure it to auto-lock after a certain period of time.
- Avoid clicking on links in text messages or emails from unknown sources.

If you believe you are a victim of fraud or if your online banking credentials have been compromised, please contact your local branch office as soon as possible for assistance.