

MOBILE BANKING

Access your accounts from your phone virtually anywhere, anytime!



What is Mobile Banking?

GenoaBank Mobile Banking is a service that allows you to access your GenoaBank accounts from your mobile device.

What can I do with Mobile Banking?

You can view balances and account activity, complete transfers between GenoaBank accounts, and pay bills.

How much does it cost to use Mobile Banking?

There is no fee to use the service. Message and data usage fees may apply. Check with your wireless provider for more information.

Do I need Online Banking to use Mobile Banking?

Yes, you will need to have an Online Banking account to use Mobile Banking. To enroll, click "Login" found in the top right corner of our homepage. Then click "Enroll Now | Personal".

What devices work with Mobile Banking?

Android, iPhone and iPad devices.

How do I enroll for GenoaBank Mobile Banking?

Mobile App:

To download the App, visit the App Store or the Google Play store. Search for "GenoaBank".

Text Banking or Browser Banking:

You may enroll for Text Banking or Browser Banking by logging in to your Online Banking account and click on "Profile"

What are the Text Banking commands?

BAL - Will provide account balances on all of your accounts

HIST + texting nickname - This will display the history on that account

ATM + Street or Zip - Will provide the location of the ATM(s), including the Branch name, address, and phone number nearest to that Street or Zip

BRANCH + Street or Zip - Will provide the location of the Branch(s), including the Branch name, address, and phone number nearest to that Street or Zip.

What do I do if my Mobile App is locked out?

If your Mobile App is locked out, contact the GenoaBank Mobile Banking Support at 800-592-2828.

What do I do if my device is lost or stolen?

You may deactivate your Mobile Banking account by logging in to Online Banking and clicking on "Profile". If you are unable to do so, you can contact the bank to have it deactivated.

Is Mobile Banking Secure?

Yes, GenoaBank Mobile Banking employs many types of security measures to safeguard your privacy and your information as it travels from your mobile device to the bank.

GenoaBank Mobile Banking App is available for select mobile devices. Must be enrolled in GenoaBank Online Banking and accept the terms and conditions of the GenoaBank Mobile Banking Disclosure Agreement. GenoaBank does not charge for Mobile Banking. Message and data rates may apply.