



**Q: What is FCB Mobile Banking?**

A: Mobile Banking refers to the use of a mobile device such as a smartphone or tablet to perform online banking tasks. Mobile Banking users can monitor account balances, transfer funds between their accounts, or even locate an ATM.

**Q: How do I sign up for Mobile Banking?**

A: Mobile Banking is available to Internet Banking customers through an app available for Androids™ Devices, iPhones™, and iPads™. [From our website use the appropriate download link for your device.](#) To find the FCB app from your mobile device, search "FCB TN" in the App™ store if you are an iPhone user or the Google Play™ store if you have an Android device.

**Q: Is there a fee for FCB's Mobile Banking service?**

A: FCB does not charge a fee to use or access our Mobile Banking app. Your mobile carrier may charge access fees depending upon your phone and data plan. Please check with your carrier for specific fees and charges.

**Q: What if I'm not currently an Internet Banking customer?**

A: You must be enrolled in Internet Banking to access your account via our mobile app. You can request Internet Banking credentials from [our Internet Banking login site.](#)

**Q: What if I forget my login or password?**

A: Users may enable a reset feature within Internet Banking under personal settings. Additionally, you can call 423-272-5800 or stop by any branch location to have your Internet Banking credentials reset.

**Q: Can I pay bills via Mobile Banking?**

A: Yes, you can set up payees and pay bills using Mobile Banking from your mobile device.

**Q: Is Mobile Banking secure?**

A: Yes, the Mobile Banking service utilizes best practices such as 256-bit SSL encryption, password access, and application time-out when your phone is not in use. No customer data or sensitive data is stored within the mobile databases. Additionally, newer mobile devices allow fingerprint authentication.

**Q: What additional steps can I take to protect my accounts?**

A: Protect your Internet Banking/Mobile Banking password. Use a free password manager to generate a hard-to-hack password. Never leave your mobile device unattended while using the FCB mobile app or Internet Banking. Also, use your mobile device's built-in lock function. Set a passcode for start-up or time-out.

**Q: What if my phone is lost or stolen?**

A: There are a couple of steps you could take if your device is lost or stolen. First, contact First Community Bank at 423-272-5800 immediately. Next, use a desktop to log on to Internet Banking to review your transactions as soon as possible to ensure no unauthorized activity has taken place.

**Q: What if I get a new mobile device?**

A: If you still have your old device, we recommend deleting the Mobile Banking app as well as clearing any browser history before disposing of it. Then, just simply download the Mobile Banking app to your new device.