

PartnersMobile[™] Mobile Banking Quick Reference



Mobile Banking Features and Options

Features	Mobile App		Mobile Web	Text Banking
	Smartphone iPhone/Android	Tablet or iPad	Mobile browser	Mobile device with text messaging
View Account Balances	✓	✓	✓	✓
View Transaction History	✓	✓	✓	✓
Transfer Funds Between Accounts	✓	✓	✓	
Deposit Checks with Mobile Deposit	✓	✓		
Pay Bills with Mobile Bill Pay	✓	✓	✓	
Receive Account Alerts	✓	✓	✓	✓
Multi User Log In	✓	✓		

Mobile Banking Advantages

Mobile Banking is available 24 hours a day, 7 days a week on phones and tablets. You have access to important account information and functions - day or night - whether you are at home, at work or traveling.

Security

Mobile App Banking and Mobile Browser Banking are secure.

- Password required each time you log in.
- Uses the same multiple layers of security as Online Banking.

Text Banking security

- Displays account nicknames that you set, not account numbers.
- No personal information is sent or displayed.

Enrollment

Download our Mobile App

Search for **Partners Bank of CA** in the Apple App Store or on Google Play, and download it to your mobile device. Be sure to chose the PartnersMobile app for Partners Bank of California.



- Launch app and log in with the same user ID and password you use for Online Banking.

Mobile Browser Banking

Point the web browser on your mobile device to www.partnersbankca.com. Log in using your same Online Banking credentials.

Text Banking

Log in to Online Banking to enroll for Text Banking. Once activated, you will receive a text message with instructions on how to get started.

Q&A's

Is PartnersMobile mobile banking free?

Yes, our PartnersMobile mobile banking service is free. (Standard fees may apply for some types or categories of transactions conducted through PartnersMobile Mobile Banking. Terms and conditions subject to change. See branch associate for all details, schedule of fees and charges that may apply. Message and data rates may apply. See your cellular and data services provider for details.)

Do I need to be enrolled in Online Banking to use Mobile Banking?

Yes.

Do I need to sign up for Mobile Banking?

You do not need to enroll for PartnersMobile through Partners Bank Online Banking, unless you plan to use the Text Banking or Mobile Browser banking options. You will need to log in to Online Banking to enroll for Text Banking and Mobile Browser Banking. (For instructions on enabling Text Banking and Mobile Browser Banking services, please see added section at the end of this reference guide titled **Enrolling in Mobile Banking**.)

Is there a wait period to use PartnersMobile?

There is no wait period.

For the Mobile Banking App: Once you have downloaded and installed the app, simply log in using the same user ID and password used for Online Banking.

For Mobile Browser Banking: From your mobile browser, log in to Online Banking at www.partnersbankca.com using the same credentials. (See added section at the end of this reference guide **Enrolling in Mobile Banking**, for instructions on enabling Mobile Browser Banking.)

For Text Banking: Users will initially log in to Online Banking to enroll for Text Banking, then follow the on-screen prompts to begin using our Text Banking service right away. (See added section at the end of this reference guide for instructions on enabling Text Banking service.)

Do I need a new username or password?

No. Use the same Online Banking user ID and password. If you change your Online Banking password, your PartnersMobile Mobile Banking password will automatically change to the same new password as well. (All passwords are case sensitive. Please ensure that all passwords match exactly.)

How do I install the Smartphone App?

The app can be found by searching your smartphone or tablet's application store (Apple App Store, Google Play or Amazon App Store). Once downloaded, simply use your Partners Bank Online Banking credentials to log in.

Partners Bank of California has made a tutorial video for PartnersMobile Mobile Banking available online at: <http://www.partnersbankca.com/Personal-Online-Banking.aspx>



Will my mobile device work with PartnersMobile?

Most likely. PartnersMobile is compatible with Apple iOS and Android devices. If you have a question about whether your phone or tablet is compatible, you can reference our PartnersMobile Approved Devices List starting on page 8 of this guide.

What if I lose a mobile device?

You can deactivate the device by following these steps:

- Log in to Online Banking, click on Options and Manage Devices.
- Locate the phone number and select the option 'Stop using this device for Mobile Banking'.
- Or call us at 866-323-2741.

How do I set up alerts?

It's easy. Just log in to Online Banking and set your alert preferences.

Can I add new payees from Mobile Bill Pay?

No. To add a new payee to your list, log in to Online Banking Bill Pay.

How should I endorse a Mobile Deposit check?

Be sure that the back of the check is endorsed, as usual, and include the words 'For Mobile Deposit' to identify the check as a Mobile Deposit.

When are funds available from a Mobile Deposit?

Funds from Mobile Deposits are generally available on the next business day after it is received, just like any deposit. Final credit of funds for deposit are subject to review. Holds may apply.

Are there cutoff times for when Mobile Deposits are accepted and processed?

Yes. To be accepted and processed on the same business day Mobile Deposits must be made by 4pm Pacific Time. Any Mobile Deposit made on PartnersMobile after 4pm Pacific Time, will be accepted and processed the following business day. Mobile Deposits made on a Friday after 4pm, Saturday, Sunday or bank holiday will be accepted and processed the next business day.

What should I do with the paper check after a Mobile Deposit is made?

It is recommended that you date and initial the front of the paper check after it has been approved for deposit. We also recommend securely storing the check for thirty (30) days following the Mobile Deposit transaction, then destroying the original paper check.

What types of checks can be deposited?

Any check drawn from a U.S. financial institution can be deposited. The following items cannot be deposited:

- International checks.
- U.S. saving bonds.
- Postal money orders.

What dollar limits apply to Mobile Deposit?

You may make any number of Mobile Deposits with a limit per check and a daily limit of \$1,500. Each Mobile Deposit includes one deposited check only.

Enrolling in Mobile Banking

Users who **have** already downloaded the PartnersMobile app and logged in will not be prompted to download the application or enroll in text alerts. In order to do that users will need to click on the options button in the top right corner.

Welcome Hannah Barbera Inc Barbera. You have [0](#) secure messages and [0](#) eAlerts waiting for you. Your last login was June 24, 2016 03:07:00 PM



The screenshot shows two panels. The left panel is titled 'Accounts' and displays a dropdown menu for 'Deposits (2)' with a balance of '10.00'. The right panel is titled 'Express Transfer' and shows a 'Transfer Detail' section.

In the options directory there is a mobile banking profile. The client will need to click on “Manage Device(s)” button.



The screenshot shows the 'Mobile Banking Profile' section with the text 'Enrollment Status: Enrolled' and a prominent blue button labeled 'MANAGE DEVICE(S)'.

Clicking on the button will open a new tab or window on your internet browser. It is here you will enroll devices for online banking or delete mobile devices from having access. You will also be able to nickname your account for SMS/Text banking. Clients will need to know the nickname of their accounts for text banking to work.

Clients who **have not** already downloaded the application and logged on will be asked to enroll in Partners Mobile.

Enroll in PartnersMobile Mobile Banking today!

Access your account information securely anywhere, anytime from the convenience of your mobile phone! Enjoy the benefits of receiving account details by text message or take advantage of online banking and bill pay features easily through your phone's web browser. For iPhone, Android and Blackberry users, download an app for customized online banking views. Additional phone models are currently under development for future app availability.

Enrollment takes just a few minutes. Click 'Enroll Now' to take advantage of these benefits today. You will receive a text message with details on how to begin.

ENROLL NOW | ASK ME LATER | DECLINE

Clicking enroll now will take the client to our terms and conditions page which opened in a new tab/window. The terms and conditions will need to be accepted by checking the box agreeing to the terms. If a client does not agree, they will need to close out the tab/window.

Terms and Conditions for Mobile Banking

Terms and Conditions: Partners Bank of California

Thank you for using Partners Bank of California Mobile Banking combined with your handheld's text messaging capabilities. **Message & Data rates may apply.** For help, text "HELP" to 99588. To cancel, text "STOP" to 99588 at anytime. In case of questions please contact customer service at 866-323-2741 or visit www.partnersbankca.com.

Terms and Conditions

Program: Partners Bank of California offers their customers mobile access to their account information (e.g. for checking balances and last

I accept these Terms and Conditions

[Printer friendly page \(opens in new window\)](#)

From there a client will be able to accept the services they would like to use, and go to their appropriate app store to download Partners Mobile.
you to view account details, pay bills, transfer money, and more.

Please choose a service:
[Not sure? Click here to compare the services](#)

Downloadable Apps

Get a customized application for your device that provides an intuitive and rich user experience consisting of easy-to-navigate screens and menus. Receive all the benefits of mobile browser banking, enhanced by your device's unique features.



For your phone

[View screenshot](#)

On your device, open Google Play or the App Store and search for us, or click either of the download images below.



OR Send me the download link via text message to this number:



For your tablet

[View screenshot](#)

On your device, open Google Play or the App Store and search for us, or click either of the download images below.



Other Services

Please select the services required and click continue to register.

Mobile Browser (I'd like to receive a link to Browser Banking.)



Why Use Mobile Browser Banking?

[View screenshot](#)

Get full and extended mobile banking capabilities on your web-enabled device. Receive an optimal banking experience with a look and feel that is similar to PC-based online banking, in a site designed to fit neatly into your device's screen.

Text Messaging (I'd like to use text banking services.)



Why Use Text Banking?

[View screenshot](#)

Send text commands (such as BAL) to your bank from your SMS-enabled phone to inquire about basic account balance and transaction history information. Receive text message responses directly to your phone.

Alerts (I'd like to receive text alerts.)



Why Use Alert Banking?

[View screenshot](#)

Include text message alerts with your mobile banking service(s) to monitor your mobile banking accounts. Choose how and when you want to be notified of changes to account balances and personal information. (Select at least one other mobile banking service.)

Clients will then give a nickname to their account and select their time zone.

Account Selection and Configuration

1. Select your timezone which helps us to determine when to send alerts to your phone

Time Zone:

2. Select the account you wish to access through Mobile Banking and confirm their nicknames

Eligible Accounts	Mobile Banking Nickname
<input checked="" type="checkbox"/> Pers.Basic Ckg. (*0319) Checking	<input type="text" value="test"/>

What's a Texting Nickname?

The nickname identifies the account in a text message. For example, to check your transaction history, text HIST followed by the account nickname, such as S1.

[View Example](#)

Finally a client will need to put in their mobile number and enroll in the services they previously selected to enroll in.

Other Services

Please enter your mobile phone number to register for other services.

Mobile phone number: For example, 5551234567

- Text Banking
- Mobile Browser
- Alert Banking

Thank you for using Mobile Banking combined with your handheld's text messaging capabilities. By registering for Mobile Banking, or changing your registration information, you certify that:

- A. You are the account holder, or
- B. You have the account holder's permission to do so.

Message and data rates may apply. For help, text "HELP" to 99588. To cancel, text "STOP" to 99588 at any time. Message frequency depends on account settings. For assistance, please contact customer service at 866-323-2741.

Our participating carriers include (but are not limited to): AT&T, Sprint, T-Mobile®, U.S. Cellular®, Verizon Wireless

The system will generate an activation code that they will text to the number they placed in the box. That activation code will be used on the next screen.

Enter Activation Code

Enter the activation code we sent to your phone.

Activation Code

Thank you for using Mobile Banking combined with your handheld's text messaging capabilities. By registering for Mobile Banking, or changing your registration information, you certify that:

- A. You are the account holder, or
- B. You have the account holder's permission to do so.

Message and data rates may apply. For help, text "HELP" to 99588. To cancel, text "STOP" to 99588 at any time. Message frequency depends on account settings. For assistance, please contact customer service at 866-323-2741.

Once the code is placed in the text box and the activate button is clicked, the phone will be active for the choices previously selected. The screen will confirm that you have be activated successfully.

Activation Successful



Important Information

Text Message Banking

- Expect to receive a text message with your mobile banking short code and texting commands
- Text 'BAL' for your balances
- Text 'HIST' + your account's texting nickname for a list of transactions (ex. HIST C1)

Mobile Browser Banking

- Expect to receive a text message with a link to the mobile banking site
- Click and bookmark the mobile banking site's unique link

Alert Banking

- Now that you've registered for Alert Banking, use the Alerts management features in online banking to set up specific mobile alerts.
- To begin receiving alerts on your phone, you'll need to specify the account and choose the type of alerts you'd like to receive

For questions and support on all of Partners Bank of California's Online Banking products and services, please contact us by phone Monday-Friday, 9:00am-4:00pm at (866) 323-2741 or by email at onlinebanking@partnersbankca.com.

PartnersMobile™ Approved Devices List

Limitation of Applicability

For a given mobile phone model, a manufacturer may provide different versions of hardware, firmware, and operating system software. This practice is common, particularly for phones that are released into different geographic territories. These different versions of the same phone model may operate differently to the model version that has been assessed for the purposes of its inclusion in this document.

Supported Operating Systems, Browsers, and Networks - Phone Channel

Supported Operating Systems

The following outlines the scope of PartnersMobile's operating system and network support.

NOTE: Only major versions released directly by OEMs (Apple or any Android hardware manufacturer) are included. Any OS version updates or patch releases that are released by carriers are not included in the scope for certification

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
Android	Android version 4.1 (Jellybean)	All later major version updates are supported; for example 4.4, 5.0, 6.0	Remote Deposit Capture support requires a camera of at least two mega-pixels in resolution. Mobiliti does not support the user of the Android "Developer options" settings	Only the default installed browser is supported. For the majority of devices this is the Android Browser For devices where Chrome is the default browser, this will be supported Beta versions of browsers, such as Chrome Beta, are not supported. The SMS channel is only supported for Android devices that have SMS capability	Touch Browser Android Application SMS
iOS – iPhone	iOS version 7.0	All later major version updates are supported; for example 8.0, 8.1, 9 Beta releases of iOS will not be supported until they are publicly released	None	Only the default installed browser is supported. For all iPhone devices this is the Safari Browser Beta versions of all browsers, such as Chrome Beta, are not supported.	Touch Browser iPhone Application SMS

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Browser Support	Channel Support
BlackBerry	BlackBerry OS version 4.2 (non-touch screen devices) BlackBerry OS version 4.7 (touch screen devices)	BlackBerry OS version 5.1	None	The browser channel is no longer supported for non-Webkit capable BlackBerry devices	SMS
BlackBerry	BlackBerry OS version 6	All later major version updates are supported; for example 6.1, 7, 10	For touch browser support, devices must support Webkit rendering (OS 6.0 and above)	Only the default installed browser is supported. For all BlackBerry devices this is the BlackBerry browser	Touch Browser SMS
Windows Phone	Windows Phone OS version 8.0	All later major version updates are supported; for example 8.1, 10.0	None	Only the default installed browser is supported, third-party browsers are explicitly not supported. For Windows Phone 8 devices, this is Internet Explorer 10 or above. For Windows Phone 7.5 devices, this is Internet Explorer 9. No Beta versions are supported.	Touch Browser SMS
All other operating systems	N/A	N/A	None	Only the default installed browser is supported Devices that are specifically identified as not supporting Webkit compatible browsers are not supported. Where possible, devices will be directed to the Touch Browser channel. Beta versions and third-party browsers, such as Opera, are explicitly excluded	Touch Browser SMS

For all device types, only devices running an unmodified version of the manufacturer-supplied operating system are supported.

Supported Networks

The PartnersMobile product supports the Tier 1 carriers in the U.S, including:

- AT&T®
- Verizon®
- Sprint®
- T-Mobile®

PartnersMobile’s support for non-Tier 1 carriers depends on the contractual agreement between the SMS gateway provider {aggregator} and the individual carrier. For questions about a specific carrier’s support for PartnersMobile, please contact Partners Bank of California Online Banking Support at (866) 323-2741, Monday-Friday 9:00am-4:00pm PT.

Latest Certified Device List - Phone Channel

The following outlines the scope of PartnersMobile’s general device support. Only devices explicitly listed in the Certified Device list are fully supported. Other devices that conform to the general support policy below *may* function with PartnersMobile.

Brand/Manufacturer	Model	New To the List	OS	iPhone App	Android Phone App	Browser
Apple	iPhone 4		iOS	Y	N	Y
Apple	iPhone 4S		iOS	Y	N	Y
Apple	iPhone 5		iOS	Y	N	Y
Apple	iPhone 5C		iOS	Y	N	Y
Apple	iPhone 5S		iOS	Y	N	Y
Apple	iPhone 6		iOS	Y	N	Y
Apple	iPhone 6 Plus		iOS	Y	N	Y
AT&T	Z998		Android	N	Y	Y
BlackBerry	Z10		BlackBerry OS	N	N	Y
Google	Nexus 4	Y	Android	N	Y	Y
Google	Nexus 5	Y	Android	N	Y	Y
HTC	Droid DNA		Android	N	Y	Y
HTC	EVO 4G		Android	N	Y	Y
HTC	EVO 4G LTE		Android	N	Y	Y
HTC	Incredible 2		Android	N	Y	Y
HTC	One M7		Android	N	Y	Y
HTC	One M8		Android	N	Y	Y
HTC	One XL	Y	Android	N	Y	Y
HTC	Thunderbolt		Android	N	Y	Y

Brand/Manufacturer	Model	New To the List	OS	iPhone App	Android Phone App	Browser
LG	Connect 4G		Android	N	Y	Y
LG	F60	Y	Android	N	Y	Y
LG	G2	Y	Android	N	Y	Y
LG	G3		Android	N	Y	Y
LG	Optimus G	Y	Android	N	Y	Y
LG	Optimus G Pro	Y	Android	N	Y	Y
LG	Optimus L70		Android	N	Y	Y
LG	Optimus L9		Android	N	Y	Y
LG	Optimus One		Android	N	Y	Y
Motorola	Droid 3 / Milestone 3		Android	N	Y	Y
Motorola	Droid 4		Android	N	Y	Y
Motorola	Droid Bionic		Android	N	Y	Y
Motorola	DROID MAXX		Android	N	Y	Y
Motorola	DROID MINI		Android	N	Y	Y
Motorola	DROID RAZR		Android	N	Y	Y
Motorola	DROID RAZR HD		Android	N	Y	Y
Motorola	DROID RAZR M		Android	N	Y	Y
Motorola	DROID Turbo		Android	N	Y	Y
Motorola	DROID ULTRA		Android	N	Y	Y
Motorola	Droid X		Android	N	Y	Y
Motorola	Droid X2		Android	N	Y	Y
Motorola	Electrify M		Android	N	Y	Y
Motorola	Moto G		Android	N	Y	Y

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Brand/Manufacturer	Model	New To the List	OS	iPhone App	Android Phone App	Browser
Motorola	Moto X		Android	N	Y	Y
Motorola	Nexus 6		Android	N	Y	Y
Motorola	Photon 4G		Android	N	Y	Y
NEC Casio	G'zOne Commando		Android	N	Y	Y
Nokia	Lumia 520		Windows Phone	N	N	Y
Nokia	Lumia 920		Windows Phone	N	N	Y
Samsung	Galaxy Centura		Android	N	Y	Y
Samsung	Galaxy Core LTE		Android	N	Y	Y
Samsung	Galaxy Core Prime	Y	Android	N	Y	Y
Samsung	Galaxy Light		Android	N	Y	Y
Samsung	Galaxy Mega 6.3		Android	N	Y	Y
Samsung	Galaxy Nexus		Android	N	Y	Y
Samsung	Galaxy Note 2		Android	N	Y	Y
Samsung	Galaxy Note 3		Android	N	Y	Y
Samsung	Galaxy Note 4		Android	N	Y	Y
Samsung	Galaxy Note Edge	Y	Android	N	Y	Y
Samsung	Galaxy Proclaim		Android	N	Y	Y
Samsung	Galaxy S		Android	N	Y	Y
Samsung	Galaxy S2		Android	N	Y	Y
Samsung	Galaxy S2 Epic		Android	N	Y	Y
Samsung	Galaxy S3		Android	N	Y	Y
Samsung	Galaxy S3 Mini		Android	N	Y	Y
Samsung	Galaxy S4		Android	N	Y	Y

Brand/Manufacturer	Model	New To the List	OS	iPhone App	Android Phone App	Browser
Samsung	Galaxy S4 Mini		Android	N	Y	Y
Samsung	Galaxy S5		Android	N	Y	Y
Samsung	Galaxy S6	Y	Android	N	Y	Y
Samsung	Galaxy S Stratosphere		Android	N	Y	Y
Samsung	Galaxy Stratosphere 2		Android	N	Y	Y

Supported Operating Systems and Networks – Tablet Channel

Supported Operating Systems

Operating System	Minimum OS Version Support	Maximum OS Version Support	Hardware Requirements	Application Support
Android	Android version 4.0.3	All later major version updates are supported, for example: 4.1, 4.2, 4.3, 4.4, 5.0 Beta releases of Android will not be supported until they are publicly released.	Remote Deposit Capture support requires a rear-facing camera of at least two mega-pixels in resolution. Google Play Services is required to support the Locations feature (thus this feature is unsupported on Amazon devices).	Android Tablet Application
IOS - iPad	IOS version 5.0.1	All later major version updates are supported; for example 5.1, 6.0, 6.1, 7.0, 8.0, 8.1 Beta releases of iOS will not be supported until they are publicly released	Remote Deposit Capture support requires a camera of at least two mega-pixels in resolution (Note: the iPad 1 and iPad 2 do not meet this requirement)	iPad Application

Supported Networks

The PartnersMobile product can operate on any unrestricted TCP/IP data network. Operation on restricted networks (e.g., where a firewall might be in place) is not guaranteed.

Latest Certified Device List- Tablet Channel

The following outlines the scope of PartnersMobile general device support. Only devices explicitly listed in the Certified Device list are fully supported. Other devices that conform to the general support policy may function with Mobiliti. For all device types, only devices running an unmodified version of the manufacturer-supplied operating system are supported.

NOTE: FP6 was only released for iPad, not for Android tablet, therefore only the iOS portion of the Tablet Certified Device List was verified and updated.

Brand/Manufacturer	Model	Screen Size	New To the List	OS	iPad App	Android Tablet App (Google Play)	Android Tablet App (Amazon)	Rear Camera (Mobile Deposit)
Apple	iPad 2	9.7"		iOS	Y			Y
Apple	iPad 3	9.7"		iOS	Y			Y
Apple	iPad 4	9.7"		iOS	Y			Y
Apple	iPad Air	9.7"		iOS	Y			Y
Apple	iPad Air 2	9.7"	Y	iOS	Y			Y
Apple	iPad Pro	12.9"	Y	iOS	Y			Y
Apple	iPad Mini	7.9"		iOS	Y			Y
Apple	iPad Mini 2	7.9"		iOS	Y			Y
Apple	iPad Mini 3	7.9"	Y	iOS	Y			Y
Apple	iPad Mini 4	7.9"	Y	iOS	Y			Y
Amazon	Kindle Fire HD	8.9"		Android (Amazon)			Y	N
Amazon	Kindle Fire HDX	8.9"		Android (Amazon)			Y	Y
Amazon	Kindle Fire HD	7"		Android (Amazon)			Y	N
Amazon	Kindle Fire HDX	7"		Android (Amazon)			Y	N

Brand/Manufacturer	Model	Screen Size	New To the List	OS	IPad App	Android Tablet App (Google Play)	Android Tablet App (Amazon)	Rear Camera (Mobile Deposit)
Acer	A5xx	10.1"		Android		Y		Y
ASUS	Nexus 7 II	7"		Android		Y		Y
ASUS	Nexus 7	7"		Android		Y		Y
Barnes & Noble	Nook HD+	9"		Android		Y		N
Samsung	Galaxy Tab	10.1"		Android		Y		Y
Samsung	Galaxy Tab 2	7"		Android		Y		Y
Samsung	Galaxy Tab 3	10.1"		Android		Y		Y
Samsung	Galaxy Note 10.1	10.1"		Android		Y		Y
Samsung	Galaxy Note 10.1 2014 Edition	10.1"		Android		Y		Y
Samsung	Nexus 10	10.1"		Android		Y		Y

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