



FAQs

Q: What is UBTC mobile banking?

A: UBTC mobile banking will give you instant connectivity to your accounts anytime, anywhere using the browser on your mobile device. Our mobile service allows you to access account details, history and check account balances. In addition, UBTC mobile banking will allow you to make internal transfers.

Q: Will UBTC mobile banking work on all mobile devices?

A: UBTC mobile banking is a browser-based application that is available from any mobile device enabled with Secure Sockets Layer (SSL) Internet access. The streamlined Internet banking pages and functions are designed for mobile browser access.

Q: How do I access UBTC mobile banking?

A: You simply type www.ubtc.net/mobile in your mobile device's Web browser to access our site.

Q: Do I need to enroll for UBTC mobile banking?

A: UBTC mobile banking requires no enrollment or applications to download. Once you access www.ubtc.net/mobile through your mobile browser, you will be prompted to log in. Use the login and password you use to access your online account.

Q: What accounts can I access with UBTC mobile banking?

A: UBTC mobile banking allows you to access any of your accounts available for access within Internet Banking.

Q: How do I view my account information?

A: Once you access the site at www.ubtc.net/mobile, you'll see a listing of all of your online accounts and their available balances, from which you can choose to view account information. Simply click on the account you would like to access to view more information.

Q: Can transfers be made using UBTC mobile banking?

A: Internal transfers can be made using the mobile service. The transfers page will list all approved online transfer accounts.

Q: Is UBTC mobile banking secure?

A: All standard Internet Banking security features are applied at login, including dual authentication.

Q: How much does UBTC mobile banking cost?

A: United Bank & Trust Company does not charge for mobile service. However, depending on the rate plan with your mobile service provider, you may incur charges when accessing the Internet. Please verify before accessing any Internet sites.