

MOBILE BANKING FAQ'S

Question 1

How do I download the Salem Co-operative Bank Mobile Banking app?

Answer: On your iPhone®, iPad®, or Android™ mobile device with internet access, go to the App Store via Google Play for Android device users or the Apple App Store for iPhone and iPad users . Search for Salem Co-operative Bank and download the free app. There is no charge from Salem Co-op but data rates may apply.

Question 2

How do I sign up for Mobile Banking at Salem Co-operative Bank?

Answer: You must have a deposit account and be enrolled in Online Banking to have Mobile Banking. Once you download our Mobile App you can login using your Online Banking login credentials.

Question 3

What happens if I lose my Mobile Phone or tablet?

Answer: If your Mobile phone or tablet is lost or stolen you should contact Salem Co-operative Bank at (603)893-3333 and speak to one of our Customer Service Representatives.

Question 4

Can I make deposits using my Mobile phone?

Answer: Yes, you must be enrolled in Mobile Banking to use the Mobile Deposit feature. Checks should be endorsed and indicate "Mobile Deposit" on the back of the check under your signature.

Question 5

Why am I locked out of the Mobile App.?

Answer: If you are locked out of Online Banking and require a password reset you must contact Salem Co-operative Bank at (603) 893-3333 to have your password reset. Once your account has been unlocked you may then login to your account using the Mobile App.