ONLINE BANKING

SecureNow Set-up

partners bank of california

pbofca.com

Introduction

The protection of your personal information is very important to us. We are excited to announce an added login security feature that helps guard your personal information by adding another layer of identity verification to online financial interactions.

If you require assistance with accessing online banking, or have questions about your account, please contact our support team at onlinebanking@pbofca.com or call (949) 732-4050.

FAQs

1. **How does the new SecureNow security feature work?**
    The additional layer of protection confirms not only your credentials, but also the device you are using to log in. If the system detects a new device or a login from a new location, you may be asked to verify your identity with a one-time passcode (OTP) sent to your phone by text message or phone call. You will be asked to enter the one-time passcode to complete the login process. This feature will replace the current process of answering security questions, and applies to both browser and app login.

2. **How do I set up this new feature?**
    The feature requires a simple setup process and can be completed by logging into www.pbofca.com through a web browser, or through the Partners Bank of California Personal Mobile Banking App. Detailed instructions for each set-up process are included in this guide.

3. **How does this feature change my login?**
    Your username and password will remain the same. The one-time passcode replaces the current procedure of answering security questions. Examples of the new login screens related to this feature are included in this guide.
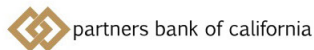
4. **Who do I contact if I have questions?**
    If you require assistance with setting up SecureNow, please contact our support team at onlinebanking@pbofca.com or call (949) 732-4050.
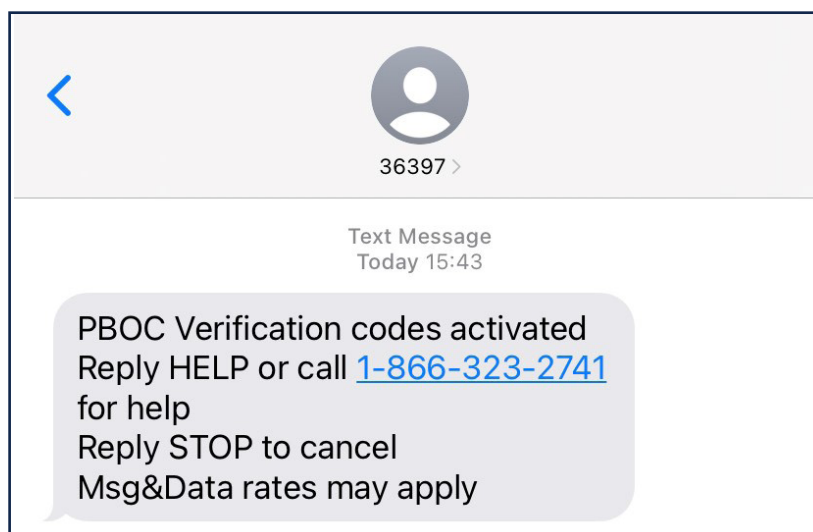
Initial Setup Process – Web Browser

1. Login with your existing username and password.

2. At the set-up screen, enter your mobile phone number and click the "Continue" button.

   *Note: If the home or work telephone numbers listed are not correct, please contact your client advisor, or call us at (866) 323-2741 to update your contact numbers.
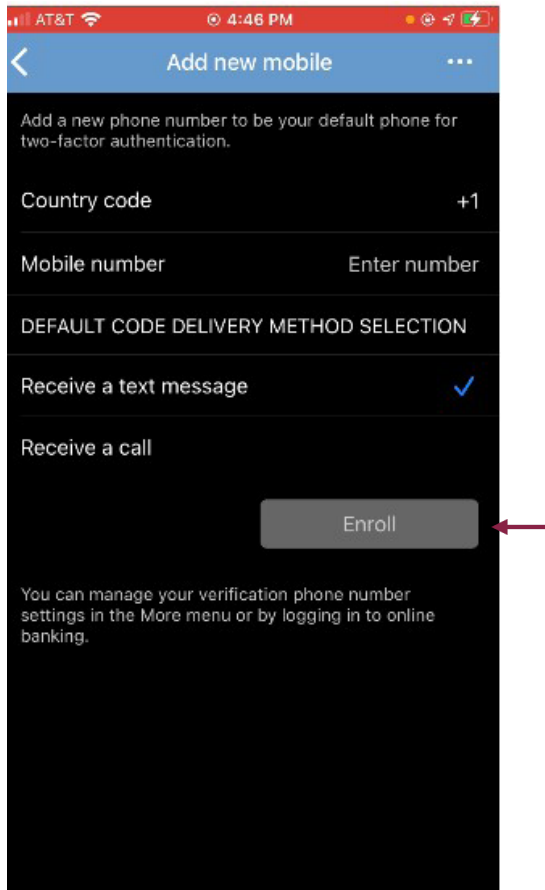

3. Receive a text message from the telephone number 36397, confirming your enrollment.

1. Login with your existing username and password.

2. At the enrollment screen, enter your mobile phone number, choose your default code delivery method of text or phone call, and select the "Enroll" button.
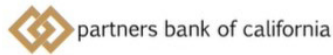

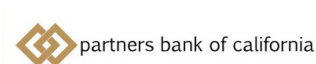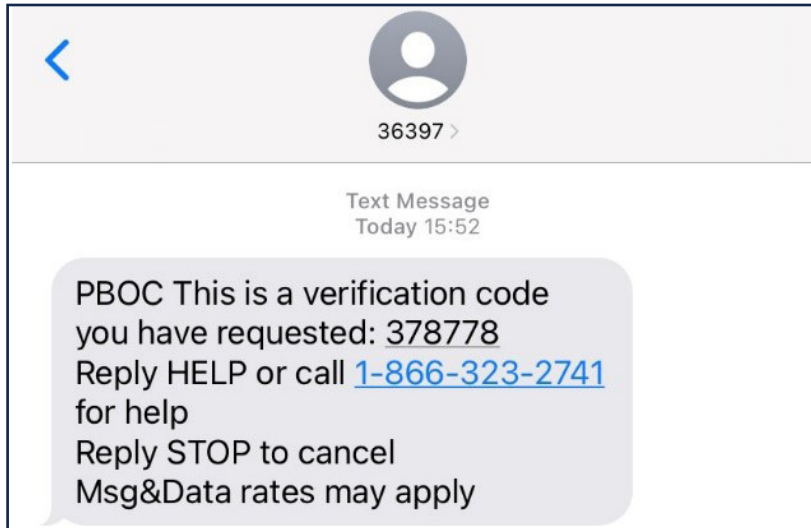3. Receive a text message from the telephone number 36397, confirming your enrollment.
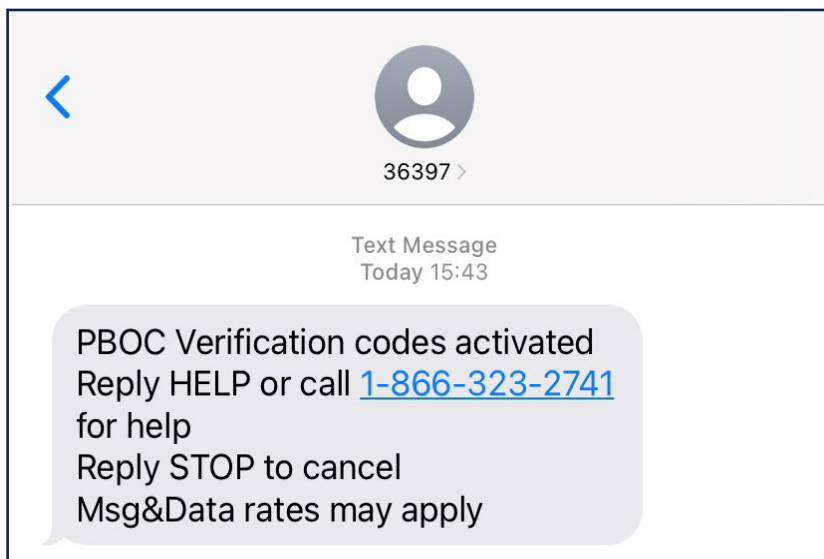
Updated Login Security Procedure – Web Browser

1. Login with your existing username and password.

2. Choose to receive your security challenge by text message or phone call (use the drop-down feature to choose the phone number on which you receive the call).

For Text: Receive a message from the telephone number 36397 containing a six-digit passcode. Enter this passcode in the field as shown.

For Phone Call: Receive an automated phone call from (669) 241-2767, which provides you with a six-digit passcode. Enter the passcode and then click the "Continue" button to access online banking.

Updated Login Security Procedure – Mobile App

1. Login with your existing username and password.

2. Receive a text message from telephone number 36397 containing a six-digit passcode.

3. Enter the verification code, then select the "Verify" button to complete your login.
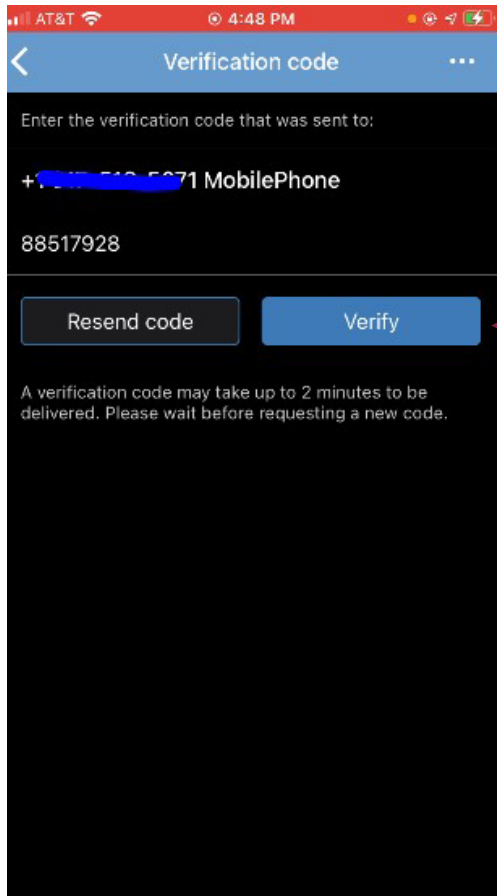
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