



Business Banking Mobile Update FAQs

We are updating our Business Banking mobile app with a fresh new look, responsive design and new functionality that better aligns with our other digital services.

This upgrade moves access to the mobile banking platform from a traditional app that is downloaded from the App Store/Google Play to a progressive web app which is essentially a website that performs like an app.

Access the new mobile banking platform from any device with a web browser, which makes it more accessible than downloadable apps. Best of all, you won't have to worry about whether or not you have the most recent version of the app.

Here is what you need to know:

- Our new Business Banking Mobile app is equally as secure as the desktop version
- Your log in credentials will stay the same and all the functionality you are used to is still there, it will just look more modern
- Further updates will be easier to deliver to you and your business because of the new technology offered with this update

What's Next

- 1) **Download** the new Trustar Bank Business Mobile App, version 12.7, to prepare for the new mobile banking experience with our new Progressive Web App.
 - a. Based on your device settings, you may be automatically prompted to install the new version.
 - b. You will then see an announcement about the new platform
- 2) **Go to** <https://treasury.trustarbank.com/pwa/trustarbank/login>; this is new Web app; it's not downloaded from the app store; it is accessible through this website link.
- 3) **Save** to the Home page of your mobile device
- 4) **Log in** using your same credentials
- 5) **Complete this by February 13, 2025**



Other FAQs about our new business mobile banking

Do I need to update my app?

Yes, all users must update their mobile app to the new website version by **February 13, 2025**, to continue to access their accounts. After **February 13, 2025**, the old app will no longer work, and it will be delisted from the app stores. At that time, you should delete it from your phone and access your accounts using the new website version.

When do I need to update my app?

Please save this new website link to the Home page of your mobile device by **February 13, 2025**

<https://treasury.truststarbank.com/pwa/truststarbank/login>

How do I download the new app?

Unlike the traditional native apps, the new website app must be “bookmarked” through your mobile browser and then added to the home screen. Once saved, it can be organized and used the same way a traditional native app is.

Is my login changing with this new app?

No, your login is the same. Enter your company ID, Username and Password to access your accounts.

Will the new app work on any mobile device?

Yes, the new business banking mobile app can be used on any device that has access to a web browser, making it even more accessible than a native app.

What browsers will the new app support?

The last two versions of all actively maintained modern browsers will be supported. The TM Mobile Experience should work on almost any browser except for Internet Explorer or other obsolete browsers.

Will the new app have all the same functionality as the existing one?

When the new business banking mobile app launches it will all have the same features as the existing mobile app, including the following:

- Accounts and Transaction History
- Free-form Transfers & Transfers from Templates
- ACH and Wire Payments from Templates
- Approvals for ACH, Wires, Users, Transfers, Loan Payments
- Notifications for ACH, Wires, Users, Transfers, Loan Payments



- Positive Pay Decisioning
- Remote Deposit
- Business Bill Pay
- Return Reason & Correction Requests

Additional features have been added to create greater consistency with the desktop application and beyond, including the following:

- Dashboard Customization Features (Such as the ability to group accounts and manage widgets)
- All Accounts View
- Type to Filter Functionality (For accounts, account transactions, check positive pay, and payments from templates)
- Advanced Filtering Functionality (For account transactions, ACH positive pay, and payments from templates)

Is the new app as secure as the current native app?

Yes, our new website app is just as secure as the traditional native apps. All the same security standards and practices that apply to the current desktop and mobile apps will apply to the business banking mobile app as well. All data is encrypted in transit and at rest.

Will the new app work better on tablets than the current mobile app?

Yes, the business banking mobile app will be an improvement from our current mobile app on tablets, and we plan to continue adding features and enhancements over time to even better support tablet users.

Will the new app have facial and fingerprint authentication options?

No, not at this time. We continue to work with our core banking partner Jack Henry to bring you the latest technology for all our banking services; additional updates such as biometric authentication options will be coming soon.

Can users receive push notifications through the new app?

No, the business banking mobile app will not offer push notification functionality.

I still have more questions. Who can I call?

We are here to help with any questions you may have. Please contact us at 703-547-4700 for assistance.