Digital Banking FAQ

What do I use to log in?

Converted Users should use their previous online banking credentials to login to the new platform.
https://themarinebank.cbzsecure.com

What do I do next? What other information will I need?

Converted User enters your previous online banking credentials, you will be prompted to review & accept a disclosure. You will then authenticate that the credentials entered belong to you by providing the following information:

- Date of Birth (YYYY-MM-DD)
- Residential Zip Code
- Social Security Number
- Authentication Code: they will select voice, text, or email delivery to their contact information as listed in core

After successfully validating you will be asked to create a new password.

What are the requirements of my new password?

Passwords requirements:

- 10-30 characters in length
- At least 1 upper case letter
- At least 1 lower case letter
- At least 1 number
- At least 1 special character: ! @ # $ % ^ & * ( ) ?

Will my old app still work?

No, you will need to visit the App Store or Play Store to download the new version:

- Apple App Store (iPhone users): SSB Marine
- Google Play (Android users): Security State Bank of Marine

Do I have to set up my bill pay all over again?

No: payees, scheduled payments, & history should be available in our new digital banking platform. If a user believes their converted bill pay profile is incorrect or incomplete, please provide their information & details of their report to Mackenzie, Brooke, Sara, Erik or Becky.

Do I have to set up my scheduled and recurring transfers all over again?

No, all recurring and scheduled transfers should be available in our new digital banking platform.

What about alerts?

Yes, alerts will need to be reestablished in the new digital banking platform. This feature can be found by clicking on the profile icon in the upper right-hand corner of the application, expanding the auxiliary menu.