

# Your New Personal Mobile Banking App

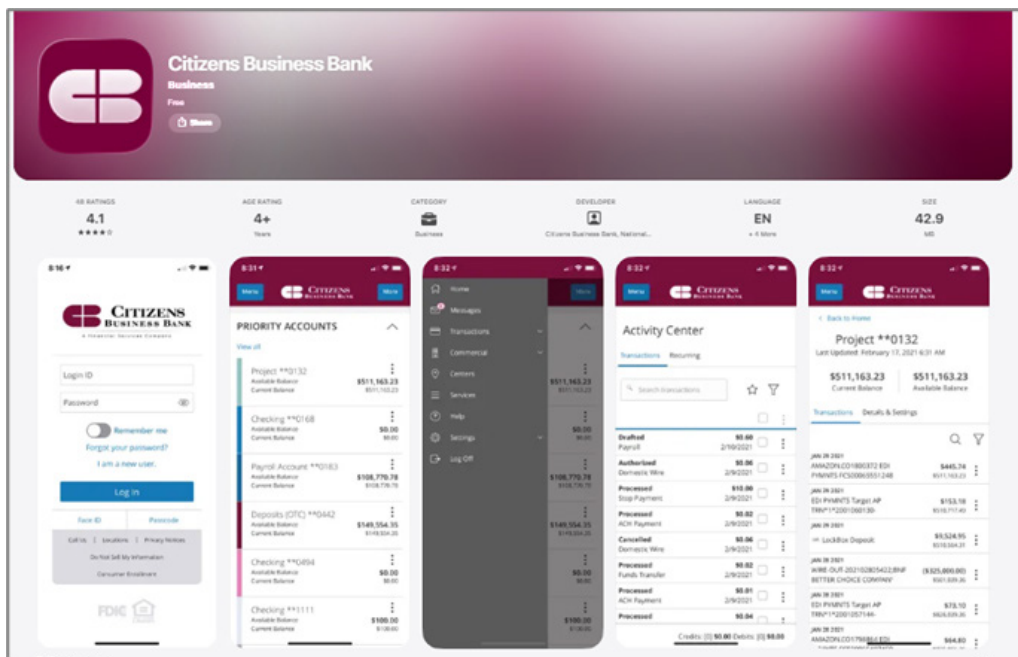
Beginning **Monday, June 22, 2026**, follow these instructions to begin using your new Citizens Business Bank Personal Mobile Banking app.

1. If you have the **Heritage Bank of Commerce (HBC) Personal Mobile Banking** app installed, click the app to launch it and you will be presented with a popup message redirecting you to Citizens Business Bank's Mobile Banking app in your device's app store.



Heritage Bank of Commerce

If you don't have the HBC app, go to your device's Apple App Store or the Google Play Store and search for "Citizens Business Bank Mobile Banking."



2. Download the app and install it on your mobile device.
3. Once installed, open the app and use your Online Banking to enter your former **User Name** and **Password** and click **Log In** to access your new mobile banking app.

**Critical:** Online Banking requires an 8-character Login ID. If your User ID was fewer than 8 characters, your new Login ID is your first and last name in lowercase (no spaces) to meet this requirement (ex: If your name is John Baker and your previous User ID was **JB72**, your new User ID will be **johnbaker**).

**Critical:** If your Login ID still does not comply with security standards, you will be contacted directly with an updated Login ID.

4. After you have logged in to your new Online Banking service and created a new password, you will be able to use your updated credentials to access the new mobile banking app.
5. Use your Online Banking Login ID and new password to access your new mobile banking app.
6. Uninstall your Heritage Bank of Commerce mobile banking app.