

Online and Mobile

Online & Mobile Banking

Mobile Payments

MyKey Virtual Assistant

Zelle®

Bill Pay

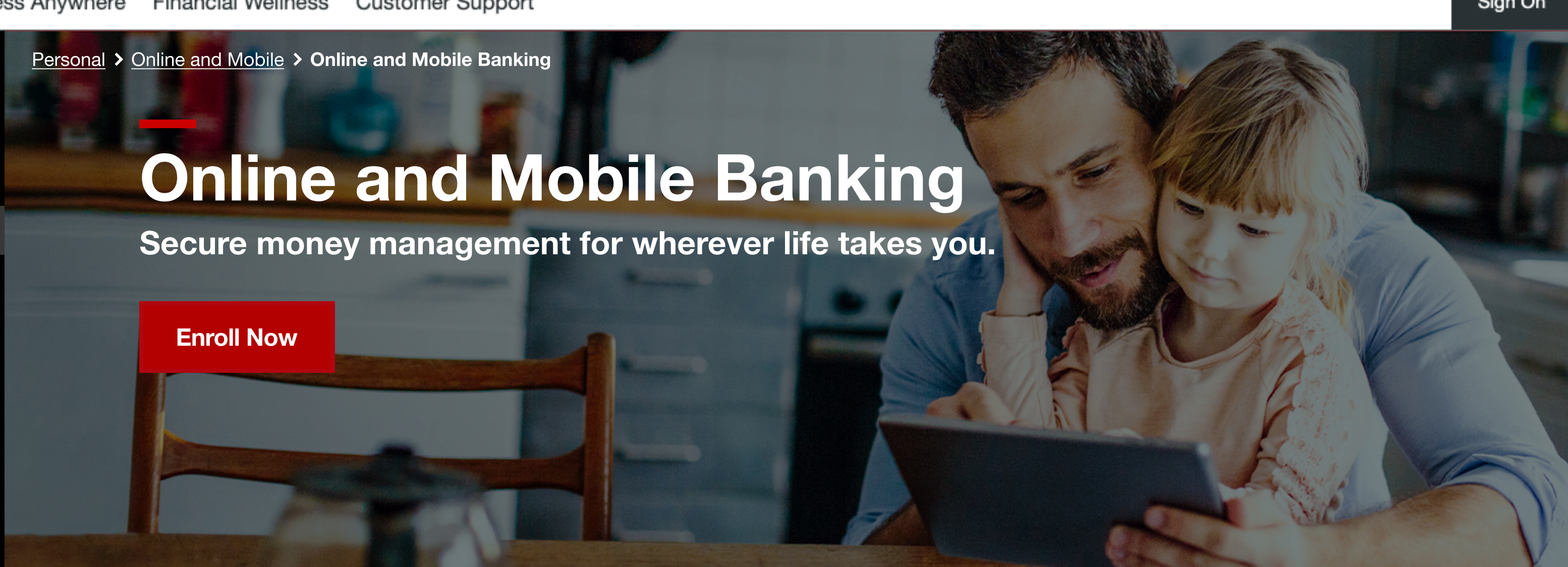
Mobile Deposit

Account Alerts

Enroll Now

My Account is Locked

Online & Mobile Banking FAQs



# Online and Mobile Banking

## Secure money management for wherever life takes you.

[Enroll Now](#)

With Key's online banking and mobile app, you can bank without going to the bank – and make what might be a busy day, a little less busy.

### Say hello to convenience

Bank from your couch or kitchen table—day or night. Whenever you choose and wherever you go, we go with you.



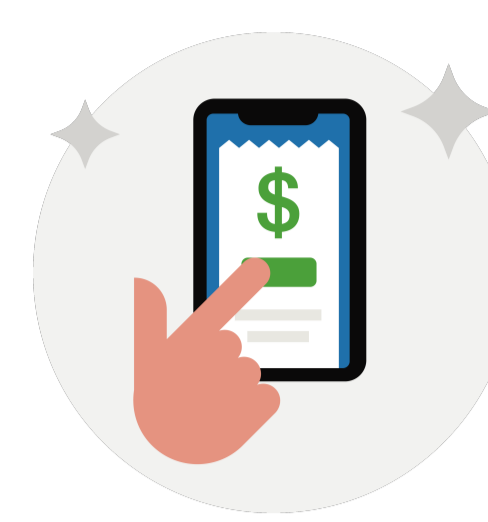
#### 24/7 access

- Monitor balances and activity
- Contact us anytime
- Set up direct deposit



#### Account security

- Set up and manage alerts
- Activate new debit and credit cards
- Lock and unlock cards



#### Easy money management

- Transfer money
- Pay bills
- Send and receive money with Zelle®



## #1 in Customer Satisfaction

for Regional Bank Online Experiences<sup>1</sup>

### Tools to help live your best financial life



#### EasyUp®, Automatic Savings

Use EasyUp® to build up savings or pay down debt without even thinking about it.

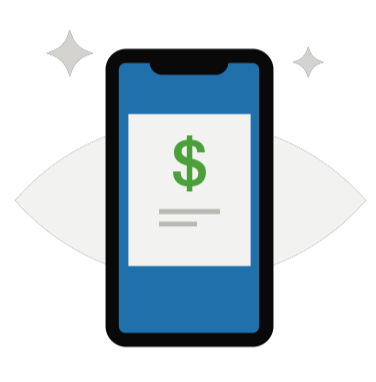
### KeyBank mobile app exclusive features

Easy account management at your fingertips.



#### MyKey

An intelligent virtual assistant, MyKey can make transactions, answer questions and much more.



#### QuickView

Check balances in an instant —without even signing on.



#### Biometric Sign On

Sign on with facial recognition or your fingerprint for secure, quick account access.

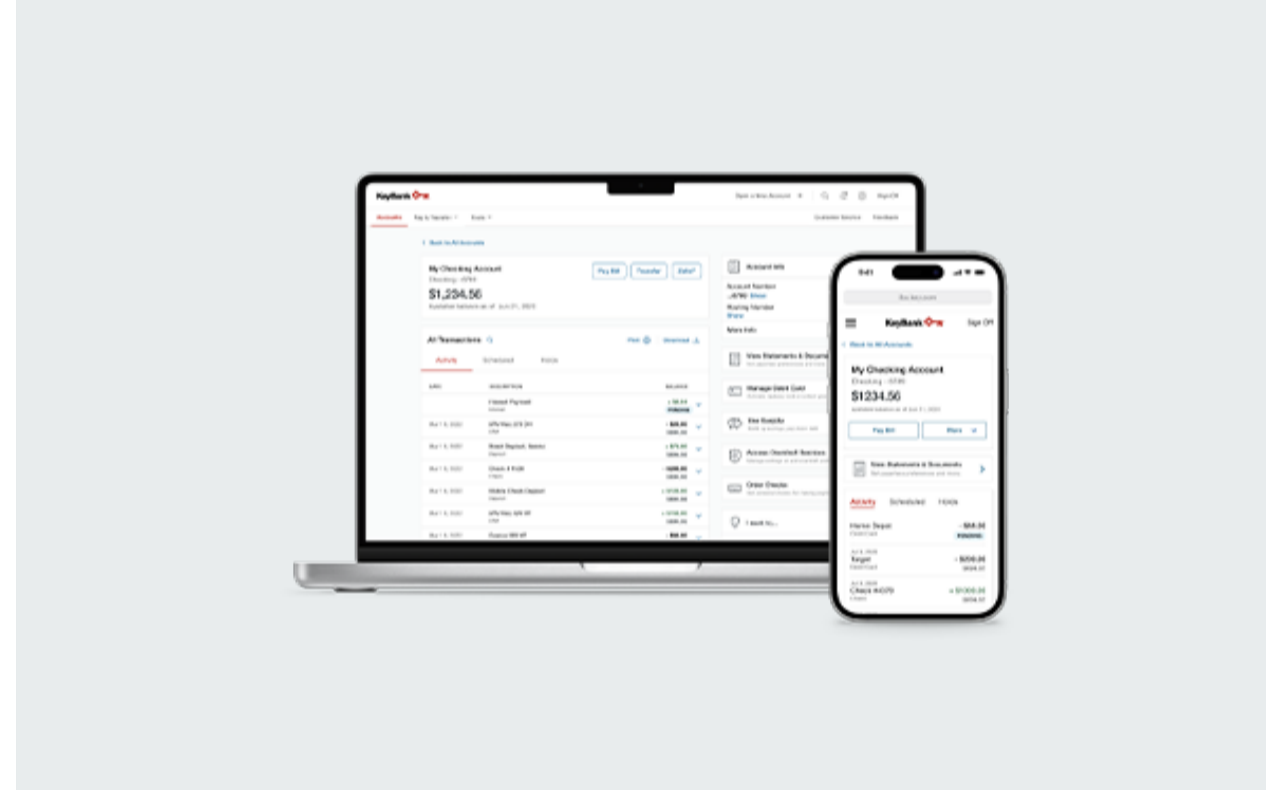


#### Mobile check deposit

Deposit checks in a snap. Choose standard deposit or for a 2% fee, get your money even faster with Immediate Funds.

### Start using KeyBank online and mobile banking today

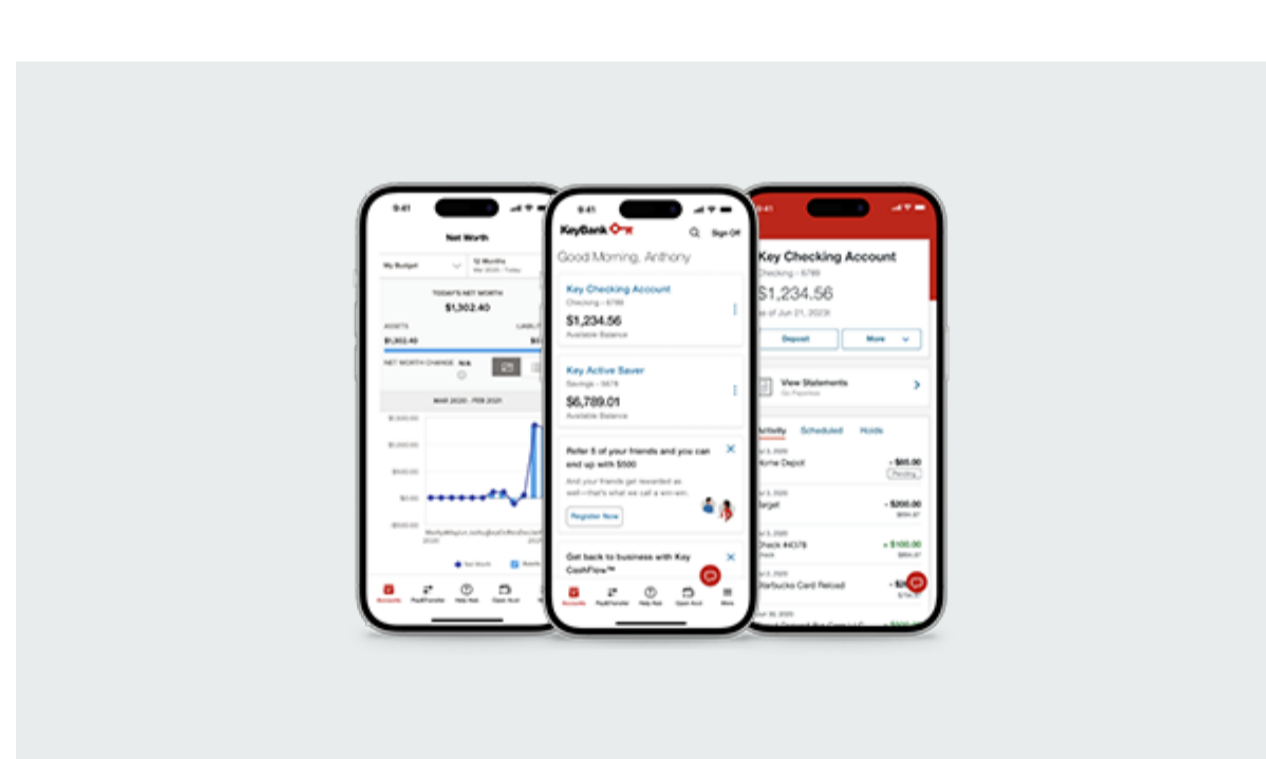
To enroll, you'll need your Social Security number and either your [account number](#) or KeyBank debit, credit or ATM card.



#### Enroll in online banking

The easiest way for you to access, manage, and fund your account 24/7.

[Enroll Now](#)



#### Download the mobile app

Access and manage your account anytime, anywhere.



### Enrolling and signing on FAQs

#### How does KeyBank enforce security in online and mobile banking?

KeyBank takes information security seriously and is committed to protecting your personal financial information. We use the latest encryption and security technology so no one has access to your personal information or funds.

- **Robust Security for Your Accounts**  
We rely on advanced data protection, strong encryption and continual monitoring to protect your account.
- **Sophisticated Online Banking Settings**  
Our online banking has strong sign-on requirements to ensure that your username and password are not breached.

#### Which browsers are best for KeyBank online banking on desktops and laptops?

For the best online banking security and experience, we recommend using the most recent version of the browsers Safari, Chrome, Firefox or Microsoft Edge, although up to three versions earlier may also work.

Microsoft Internet Explorer is not supported.

You can also use smartphones to [sign on to online banking at Key.com](#).

#### Which devices support the KeyBank mobile app?

The KeyBank mobile app works with iPhone 6S and 6S+ and newer, devices running iOS 13+ or newer, and with Android smartphones running OS 9.0 and up.

You can also use smartphones to sign on to online banking at Key.com. For the best online banking security and experience, we recommend using the most recent version of the browsers Safari, Chrome, or Firefox, although up to three versions earlier may also work.

#### How do I get the best security and experience with online banking?

Keeping your browser up-to-date is important for security, to help web pages load properly and to give you the best online experience.

We recommend the following browsers and browser settings:

- At least Microsoft Edge 18, Safari 11, Firefox 83, or Chrome 80. (Internet Explorer is not supported.)
- 128 bit encryption
- Set to accept cookies
- Set to JavaScript enabled

If the above requirements are met and pages aren't loading properly or you're getting signed off, try an alternate browser or upgrade your existing browser to the most recent version.

### More online and mobile banking FAQs

Find answers [here](#).

### Still have a problem with online banking?

Call us at [1-800-539-1539](tel:1-800-539-1539).  
Clients using a TDD/TTY device: 1-800-539-8336

<sup>1</sup> The My Financial View is not available for Key Investment Services, LLC ("KIS") and Key Private Bank clients.

<sup>2</sup> Immediate Funds is available in the KeyBank mobile app and will only appear as an option for eligible mobile checks. You will also have the option for a standard deposit at no charge. The Immediate Funds fee is 2% of the deposit amount, with a minimum fee of \$2. Immediate Funds requests made after 11:00 p.m. ET will have immediate funds availability for ATM withdrawal and point-of-sale transactions. However, it will take until the next business day for the funds to be available to cover overdrafts or other transaction types. For more information, review our Funds Availability Policy.

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**Clients using a relay service:**  
1-866-821-9126

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[Schedule an appointment now](#)

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