



Customer FAQs

Q. What is .BANK?

A. .BANK is a gated domain, like .gov or .edu, but for verified banks. Replacing .com, which can be purchased by anyone, with .BANK quickly verifies that the website or email is authentically *from* our bank, so you can interact with confidence when you see the '.BANK' at the end of our email address and website URL.

Q. How is .BANK more secure?

A. All banks are verified and authenticated prior to registering their .BANK domain, and re-verified annually thereafter. This ensures everyone using a .BANK domain is an eligible organization. Hackers and bad actors can't get a .BANK domain to create lookalike domains for phishing and spoofing, as they can in '.com' and other publicly available domains.

With the '.BANK' visual authentication cue in place you can quickly confirm emails and websites of ours are real, and avoid interactions that could lead to identity theft and financial fraud. This authentication is also an additional layer of protection for our internal and vendor communications, helping us to further secure against potential breaches.

All banks within the .BANK domain must also implement additional security requirements to help secure their sites and email, as well as protect them, their vendors and their customers from phishing, spoofing and other cyberattacks. All banks using .BANK are monitored for compliance with these security requirements on an ongoing basis.

Q. Do I need to do anything differently once you're in .BANK?

A. Our .com email addresses are forwarding to our new .BANK email addresses, and our .com website redirects to our new .BANK site, but over time you should update your address book and bookmark for our website.

Q. You're the first '.BANK' I've seen, why haven't all the other banks moved?

A. The move to .BANK is a business decision every bank must make, and plan for, based on its own priorities and resources. We decided it was a priority for us to enhance our security and provide our customers with an easy way to authenticate our email communications and website so we've made the move to .BANK.

Q. Will my online/mobile banking Access ID and Passcode change?

A. Your online/mobile banking Access ID and Passcode WILL NOT change or be affected with this enhancement.