

Online Banking Questions & Answers

How much does Online Banking cost me?

IT'S FREE! CenterState Bank's Online Banking is a free service provided to all CenterState Bank Customers.

What features and functionality does CenterState Bank's Online Banking offer?

- Safe and Secure access to your CenterState Bank accounts
- View Transaction History
- Transfer Funds between accounts
- Transfer funds to unlinked CenterState Bank accounts
- Transfer Funds to individuals through the Easy Pay feature
- Mobile Banking
 - Mobile Browser
 - Mobile Apps (Apple and Android)
 - SMS Text Banking
- Integrated bill payment and e-Bills
 - End-to-end payment guarantee (ACH only up to \$25,000.00)
 - Expedited payments (small fee applies)
- Advanced security and fraud detection solutions
 - Multi-factor authentication, RSA
- Self-service consumer features
 - Manage your personal information
 - Create users and manage user entitlements
 - Integrated stop payments
- Access to e-Statements
- Enhanced Alerts

What do I need in order to begin using Online Banking?

To begin using CenterState Bank's Online Banking, you will need your account number and personal information (such as SSN, birthday, etc.). You will then be asked to set up a username, password, personal image and security questions. Call CenterState Bank's Customer Care Team at 855-863-2265 or visit any local branch to get started today!

I can't remember my password. What should I do?

If you do not know your password, then select the "Forgot Password" option at the time of login. From there, follow the instructions provided to you in the response email. If you are locked out, contact CenterState Bank's Customer Care Team at 855-863-2265 or visit any local branch to have your password reset.

How do I change my password?

To change your password for Online Banking, you must first log in, go to "Profile" and then "Options" and then "Change Password."

Can I “bookmark” Online Banking?

For security reasons, we suggest you bookmark our homepage www.centerstatebank.com, rather than our Online Banking page.

Do I need special software to access Online Banking?

The only computer software necessary to access CenterState Bank’s Online Banking system is one of the two most recent versions of the following supported browsers (a software package that allows you to view information from the internet) listed below:

- Internet Explorer
- Firefox
- Safari
- Google Chrome

Today, most computer systems come pre-installed with one or more of these browsers. Some areas of the site may require the use of Adobe Flash or Adobe Acrobat Reader. Other browsers and operating systems may work effectively; however, we do not test them and therefore your experience may vary. To determine your browser, you can often access that information by selecting “Help” in the menu, then “about.” We regularly monitor and test browsers to ensure the highest of security standards.

Do I need an Internet Service Provider (ISP) to access Online Banking?

Because CenterState Bank’s Online Banking system is web-based, you must have an Internet Service Provider to access the service.

I am receiving an Incorrect or Invalid Login message. What can I do?

There are many things that could be causing this situation. First, verify that your User ID was typed in correctly.

Also, keep in mind that your password is case-sensitive. If you entered your password in lowercase, try it again in uppercase, or vice-versa.

If you have tried unsuccessfully more than three times, it is possible that your Online Banking account has been locked (this is one of our many security features designed to prevent theft). If you suspect that this may have happened, please contact CenterState Bank’s Customer Care Team immediately by phone (at 855-863-2265) or by email at customerservice@centerstatebank.com.

Is my account information secure through Online Banking?

Ensuring your privacy and security of your account and personal information is a top priority. No member information is accessible to the public through the web server. CenterState Bank's Online Banking requires both your correct User ID and Password to access account information.

We have designed and installed layers of security to protect your account information, as well as your computers. These include automatic sign-off, encryption, firewalls and password lockout. You can be assured of our site's security by checking to see the "https:" in our URL; the "s" signifies a secure site. You can also check for the padlock on the Status Bar.

When you set up Online Banking, you will be asked to set up an extra layer of security by choosing a site key, passphrase and designating some security questions. Once this is complete, your account is protected with Multifactor Authentication. You may be asked to supply answers to the security questions in the future.

Remember to log-off at the end of each Online Banking session. We recommend clearing your cache and history files after you've logged off.

For more information, please read our security page for a more in-depth description of our security features.

I am receiving a message that says "The Page Cannot Be Displayed" or that it is currently unavailable. What is causing this to happen?

Each user session is limited to twenty minutes to prevent unauthorized users from accessing your account. After twenty minutes, Online Banking ends your session. If you try to click on any other area of Online Banking, this is the message you will receive. You will still be able to see the last Online Banking screen you were on because each page, as it is displayed, is copied to your computer's hard drive. This is true of any web page you visit, and serves to shorten the loading time on return visits to the site.

Will I receive a receipt for my Online Banking transactions?

No, however, you can print your own record of transaction if you have access to a printer.

Can I print my account history?

By clicking on "Printer Version," the document will be formatted at the appropriate size for printing.

Can I pay my bills through Online Banking?

Yes! CenterState Bank's Bill Pay is a free service that can save you both time and money. For more information about this service, please visit our Bill Pay FAQs page.

Why is Online Banking taking a long time to load?

Response time is the result of a number of variables, including your Internet Service Provider (ISP) and your computer hardware (Internet connection speed, amount of RAM, etc.). The amount of people accessing Online Banking could also potentially affect your response time.

What if I have questions or problems?

If your questions are account or transaction related, please contact your local branch. You may also email us at customerservice@centerstatebank.com. But remember that account numbers should not be included in email correspondence. CenterState Bank is unable to provide support for the installation of your computer's hardware or software; nor is the Bank liable for any technical support it does provide. If you have additional questions regarding your hardware or software, we recommend consulting your user's manuals or contacting the manufacturer of your hardware or software

Can't find what you are looking for? Contact CenterState Bank's Customer Care Team at:

Email - customerservice@centerstatebank.com

Online Banking/e-Services/Customer Service (Mon-Fri 7 am - 6 pm) - 855-863-2265

Online Banking (Consumer) - After Hours - 800-786-7749