

Mobile Banking Questions & Answers

What is Mobile Banking?

Mobile banking allows CenterState Bank customers to view their account information on their smartphones, tablets or other mobile devices.

How much does mobile banking cost?

CenterState Bank's Mobile Banking is a free service for all CenterState Bank customers. However, be sure to check the details of your mobile service plan for potential fees and charges before using mobile banking.

What versions of mobile banking does CenterState Bank offer?

CenterState Bank currently offers two formats of Mobile Banking – a website optimized for viewing on mobile devices and a downloadable application.

What devices are supported for CenterState Bank's Mobile Banking?

Any web-enabled phone, tablet or mobile device can access the mobile website with no installation or setup. The downloadable application is available for Apple and Android devices. Be sure to check your device's App Store to find the application for your system.

How do I access CenterState Bank's Mobile Banking?

Accessing Mobile Banking is as easy as opening the browser on your internet-enabled mobile device and navigating to <https://online.centerstatebank.com/OnlineBanking/SignIn.aspx>. Once the page loads, you can login to the mobile website by entering your Online Banking User ID and password.

If you decide to use the downloadable application, visit your device's application store to locate CenterState Bank's Mobile App.

What can I do when I'm in Mobile Banking?

Through Mobile Banking, you can view balances, access account transaction history, transfer funds between your CenterState Bank accounts, pay bills, and change Personal information.

Is CenterState Bank's Mobile Banking secure?

Ensuring your privacy and security of your account and personal information is a top priority. Mobile Banking communicates with CenterState Bank's server using the Online Financial Exchange protocol. CenterState Bank's Mobile Banking uses a multi-factor authentication to help prevent against unauthorized account access and all communication is heavily encrypted. For more information, please read our security page for a more in-depth description of our security features.

I think I got locked out of Mobile Banking. What do I do?

If your account has been locked due to incorrect login information, please contact CenterState Bank's Customer Care immediately by phone (855-863-2265) or by email at customerservice@centerstatebank.com.

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 CenterState 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 - 844-510-9464