



## Cadence Bank Customers: Important Information about accessing your Mobile App

**\*If you are already enrolled in Online Banking or E-Statements, you will NOT need to re-enroll.**

On your device, go to the App store and search for the The First app: The First Mobile  
It will look like the icon below:



Once the mobile app is downloaded,  
Use the last 4 digits of your TIN as your password.  
You will be asked to establish a new password and security prompts.

## Remember, The First offers a variety of convenient solutions to your On-The-Go banking needs

- **Anywhere Banking Mobile App** - Download our mobile app by searching The First, A National Banking Association. Our app allows you to use our mobile-deposit feature, transfer funds, access to our Bill Pay feature, track transactions, and more.
- **24/7 ATM** availability. We offer deposit capabilities at most of our on-site ATMs. A listing of our ATM locations can be found [here](#) or on your mobile app.
- **Telephone Banking** for balance information, 1-866-362-6477 - available 24 hours daily.
- Our **Customer Care Center** is here for you, 1-855-257-2265
  - Available Monday through Friday: 8:00am - 11:00pm CT
  - Saturday & Sunday: 9:00am - 5:00pm CT
- If you have any issues with Online or Mobile Banking, please contact your nearest [branch](#) via phone or our Customer Care Center at 1-855-257-2265.

We are dedicated to serving you, and are focused on maintaining continuous access to your accounts, your loans and your trusted bankers.