

New Online Banking Frequently Asked Questions

Q: How will I access my Online Banking?

A: You'll continue to access it the same way you do today! If you access it through our website, www.greatambank.com, we'll update the link for Online Banking for you. If you access it through our GAB Mobile App, you'll be prompted to download the new app when you sign in.

Q: Will my username/password change?

A: Nope! You'll continue to use the same 12 digit username or alias that you created, and your current password.

Q: What is 2FA?

A: 2FA stands for 2 Factor Authentication, also commonly called Multi-Factor Authentication. It's a necessary security process for logging into our new online banking and ensures that it's really you that is accessing your online banking. The first time you login, you'll be prompted to setup 2FA and we'll give you options on how you want to do that. The most common method is to receive a text message.

Q: What are the Authy and Authenticator apps?

A: These are additional 2FA methods you can use if you don't want to receive a text message for authentication.

Q: When does the change happen?

A: Wednesday, February 22, 2023.

Q: How will I access my e-statements and will I have to re-enroll?

A: You'll continue to access your e-statements the same way you do today. They'll all be converted over to the new system, and you will NOT need to re-enroll.

Q: Can I still make a remote deposit?

A: If you can do a remote deposit today, you'll enjoy all of the same access in our new Online Banking! If you don't have remote deposit currently setup and want it, contact your local branch to learn more.

Q: Who do I call for help?

A: You can contact your local branch via telephone, or stop by, and we'll be glad to assist in any way you need. We've all be learning and testing and have experts at the ready, should you need any help.