# SECURITY FEATURES

## HELM IN ❌NE

### PERSONAL & BUSINESS MOBILE BANKING

*Our apps use the following authentication methods to provide an additional layer of security to your accounts.*

### SECURITY CODE

Unique and temporary code for logging in and performing transactions.

**Say goodbye to checking your email.**
Codes are generated directly in the app more quickly and securely.
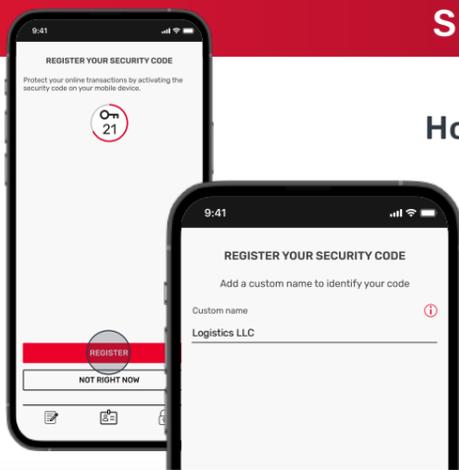
### BIOMETRIC AUTHENTICATION

Identification and authentication through physical traits, such as fingerprints or facial recognition.

**Unique and hard-to-replicate data.**
Ensure greater security and eliminate the need to remember passwords.

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## SECURITY CODE

### How to register your security code in the app?

1. When logging into the app, you will be prompted to register your code.
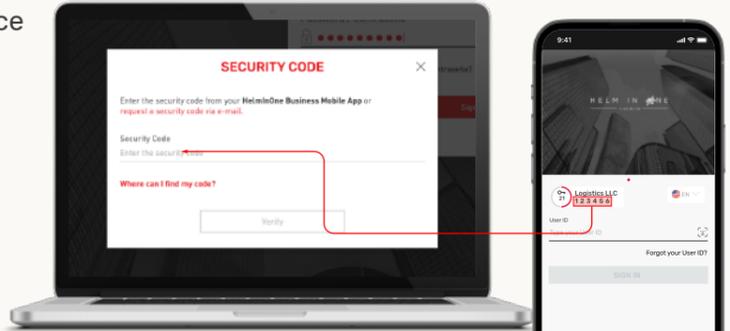2. Assign a name that you can easily associate with your account.

ⓘ *You can only register the code on one mobile device.*

### How does your security code work?

📱 When you use the **app**, the code is automatically identified.

💻 When using our Online platform and you are prompted for the code:

1. Open the app from the mobile device where you registered the code.
2. Check it on the home page.
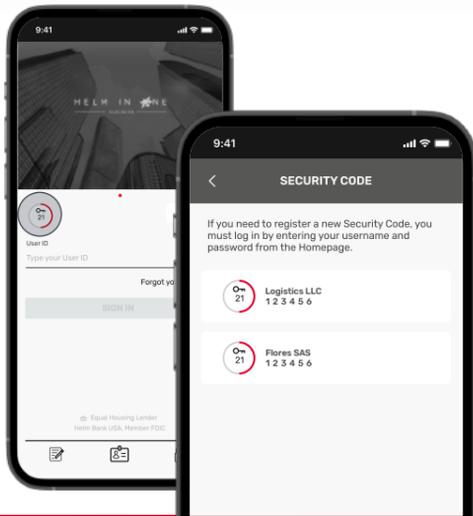3. Enter it on the Online platform.

### How does your security code work for multiple business accounts?

Each account will have a different code.

1. Register each code by logging into the corresponding account.

   ⓘ *Assign a name to easily identify which business account it belongs to.*

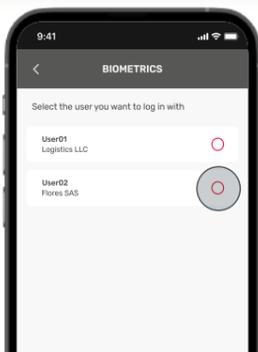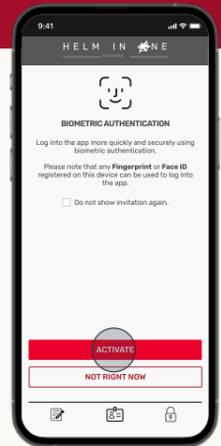2. When you need a code, go to the home page of your app and select 🔒 to view your codes.

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## BIOMETRIC AUTHENTICATION

### How to activate biometric authentication?

Log into your account in the Mobile app and select "Activate".

ⓘ *This authentication is done through the biometric information registered on your mobile device:*
   - *If you do not have it activated, you must do so from your device settings.*
   - *Any biometric data registered on your device can be used to log into your account.*

### How does biometric authentication work for multiple business accounts?

1. Activate biometric authentication by logging into each account.
2. When logging in, simply select the account you want to access.

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## DOWNLOAD OUR APPS

Download on the **App Store**

GET IT ON **Google Play**

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**For Assistance**

- Check the **Frequently Asked Questions** about HelmInOne.
- Visit our **Resource Center** for more support information.
- Send an email to **support@helmbankusa.com**
- Call **+1 (305) 329-7330**, Monday - Friday, 8:30 a.m. - 6:00 p.m. (EST).