

Online Banking Security Information

Online banking security of customer information is of the utmost importance to Hondo National Bank. As with any online transaction, there are certain risks associated with online banking. In an effort to better educate our customers on electronic security we have provided the following helpful tips.

- Never give your online banking login information to anyone.
- Do not use your full or partial Social Security number as a user ID or password.
- Make sure your password is 8 or more characters in length using numbers, letters and symbols.
- Never respond to urgent email claiming to be from the bank or any company that requests your account information or personal login.
- Keep your computer operating system and browser up to date with the latest software and security downloads.
- Be careful when using a public computer to conduct any financial business.
- To protect your information when using wireless hotspots, send information only to sites that are fully encrypted, and avoid using mobile apps that require personal or financial information.
- Do not use your mobile device to store sensitive personal or financial information.
- Consider a screen lock on any mobile device you may use to access online banking.
- When shopping or paying bills online;
 - Know who you are dealing with
 - Know what you are buying or paying for
 - Know the terms of the deal such as refund policies and delivery dates
 - Pay by credit card if at all possible
 - Keep your records of the transaction

How to Contact Us

The Electronic Funds Transfers Act (Regulation E) covers rights and responsibilities regarding electronic funds transfers. For detailed information on your liabilities and responsibilities on electronic transfers, please refer to the back side of your checking or savings account statements. This may also help you determine when you need to contact Hondo National Bank.

In the event you have security related questions, or notice suspicious activity on your account, you may contact us during business hours by calling your local branch.

- Hondo Branch 830-426-3355
- Bandera Branch 830-796-3333
- Uvalde Branch 830-278-8765
- Leakey Branch 830-232-4553

If your Hondo National Bank ATM/debit card is lost, stolen or compromised during non-business hours, please call toll free (800) 791-2525 to report the issue.