



Digital Banking – Frequently Asked Questions

Question	Answer
Contact Us	
If I have problems using Mobile or Internet Banking how can I contact you?	Please contact us by telephone, email or secure message Telephone +44 1481 705100 During UK office hours we can help with any queries relating to the app or Internet Banking Outside UK office hours we can only help with issues relating to security, e.g. where you have concerns that your account may have been compromised and we need to suspend access Email digital.support@rothschildandco.com As emails are not secure, please do not include your UserID or passcode Secure message send us a message from the Mobile Banking app or Internet Banking We will respond to emails and secure messages during UK office hours
Payments	
Why do I have to input a reason for a payment?	This information may be required for us to process the payment; it is optional for UK Payments but compulsory for International Payments
How quickly are payments made?	UK Payments (sterling only) are sent immediately using Faster Payments International Payments are dealt with by the Banking Services team during UK office hours
Are there charges for making payments?	UK Payments made by FPS or BACS are free of charge. We charge for International Payments – please see the Bank's Standard Charges Scale for information. This is available in About Us
Can I make a payment in another currency?	If you hold an account with us in a particular currency, you can make a payment in that currency. For example if you hold a US dollar account you can make a US dollar payment. If you need to make a payment in a currency other than the account currency, please contact us
Passcode	
How do I change my Passcode?	For Mobile Banking, go to Settings and tap Change Passcode. For Internet Banking, go to Settings
I have forgotten my Passcode – how can I reset it?	Use the Forgot Passcode link. You will need your UserID and passport number to verify your identity
What are the guidelines for setting a Passcode?	Your Passcode: - Should be 6 digits - Should not have the same number repeated more than twice, e.g. 111222 - Should not be in sequential order, e.g. 12345, or 765432 etc. - Should not be a combination of digits from your date of birth OR phone number



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Technical queries	
Will Mobile Banking and Internet Banking run on any device?	The Mobile Banking App will run on any iOS (Apple) with iOS 13.0 or later or Android mobile device with Android 8.0 or above, both with biometric security - such as finger or facial recognition – enabled Internet Banking is not available using Internet Explorer. Please use a different browser
Can I use Mobile Banking and Internet Banking on multiple devices?	For security reasons, you can only use the Mobile Banking app on two devices For Internet Banking, you can only login to one browser session at a time but you are able to use different devices to access Internet Banking
Can I use Mobile Banking and Internet Banking at the same time?	For security reasons, you can only login to either Mobile Banking or Internet Banking at any one time. If you login to Internet Banking when you are logged into the Mobile Banking app, your Mobile Banking app session will end
Legal Documents	
Where do I find the Digital Banking Terms and Conditions and Privacy Statement?	Go to About Us