

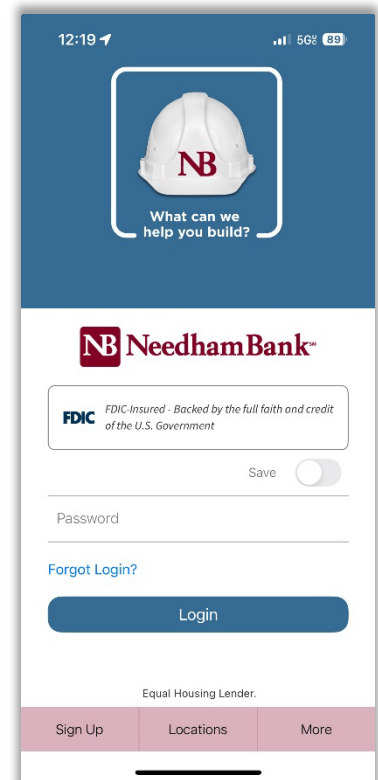
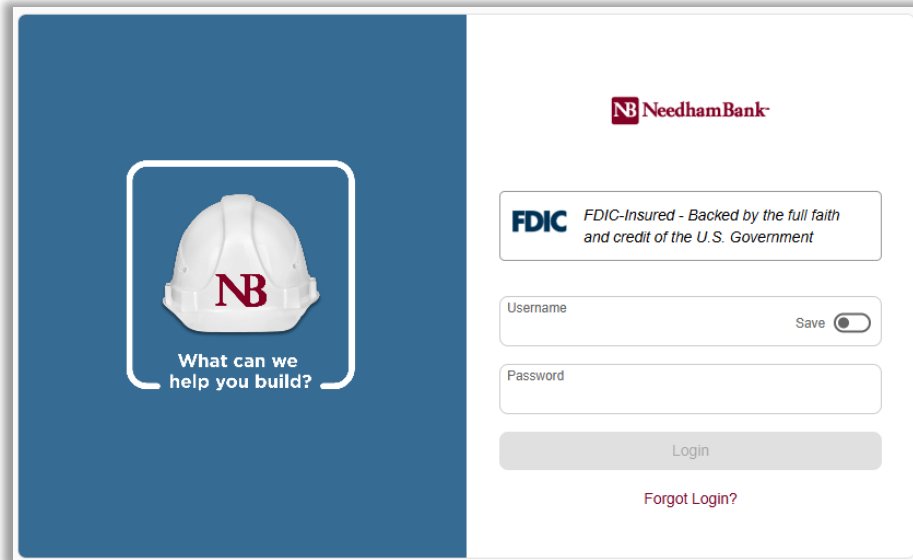


Logging In

1. From NeedhamBank.com, select **“Log In”** → **“Personal Banking”**  OR launch the Needham Bank mobile banking app. 
2. Enter your username and password. Click **“Login”**



Enhanced Login Security

Online Banking:

3. If it's your first time logging in, or you are logging in from a new/unregistered device, you will be prompted to receive a one-time passcode to validate your identity. Passcodes can be sent via phone call (by default), text message, or authenticator app. Select your preferred option.

It looks like you are logging in from an unrecognized device. For security, we need to verify your identity.

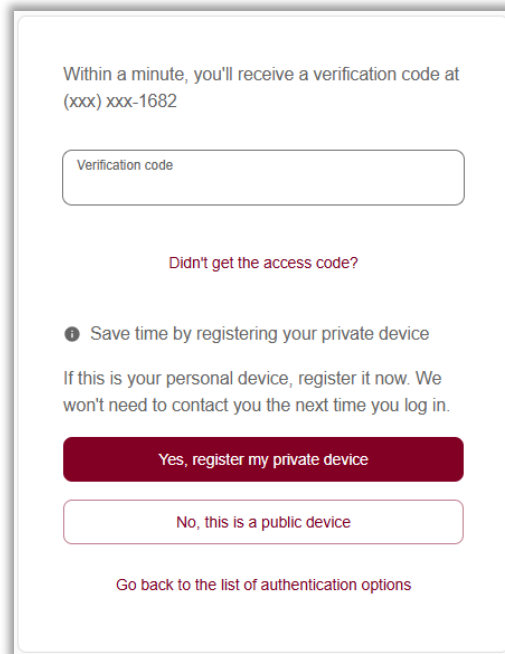
(xxx) xxx-1682 Text Call

+91 *****2349 Call

Authenticator Enter code

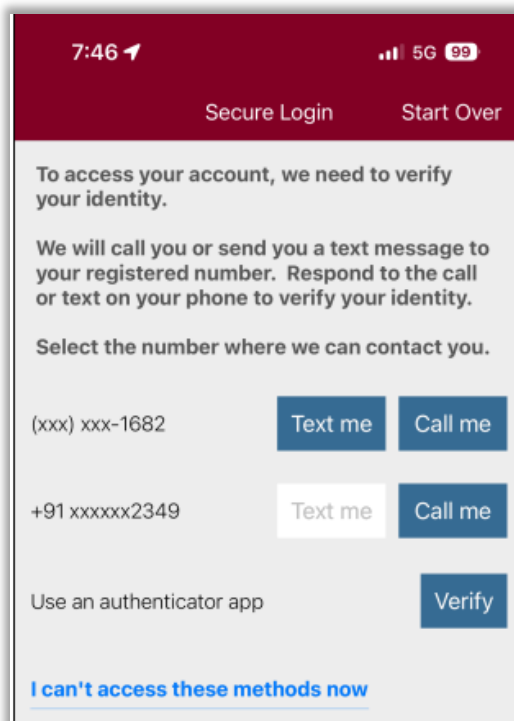
[What if I can't access these options?](#)

4. Enter the code you receive into the **“Verification code”** box. Selecting **“Yes, register my private device”** will, based on your device settings, allow you to skip this step on subsequent logins. Selecting **“No, this is a public device”** will continue ensure that you are prompted for a one-time passcode on subsequent logins – this option should always be used if you are accessing online banking from a public device.

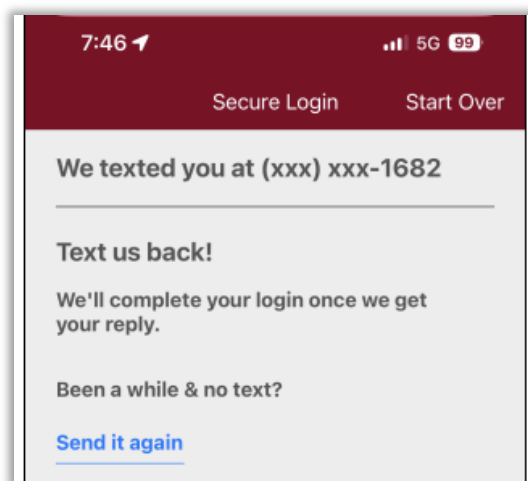


Mobile Banking:

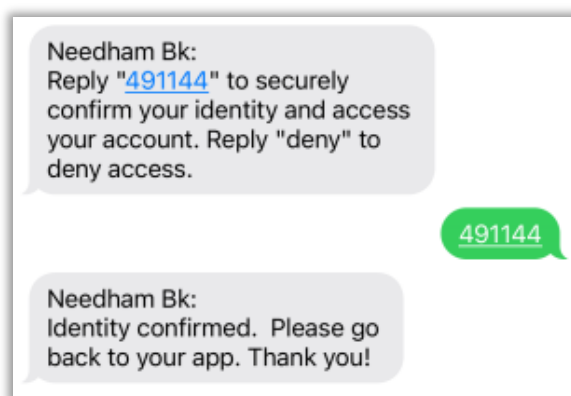
3. If it's your first time logging in, or you are logging in from a new/unregistered device, you will be prompted to receive a one-time passcode to validate your identity. Passcodes can be sent via phone call (by default), text message, or authenticator app. Select your preferred option.



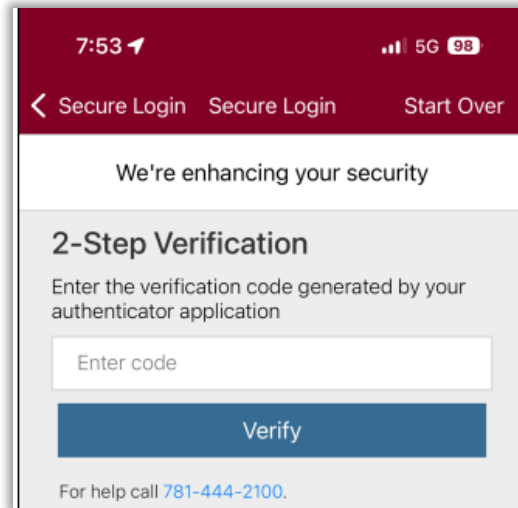
4. Depending on how you choose to receive your one-time passcode, will determine how you need to validate your identity:
 - a. If you selected **“Call me”** listen to the prompts to select the correct option to validate your identity.
 - b. If you selected **“Text me”** you will see the following:



You will receive a text message with a one-time passcode. You will need to respond to the text message with that code. If successful, you will get a confirmation message. You can then return to the Needham Bank mobile app.



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- c. If you selected **“Verify”** you will be prompted to enter the code generated from your connected authenticator app and then click **“Verify”**.



5. You should then be brought to the **“Accounts”** screen.