

Frequently Asked Questions

How do I access the Santander Treasury Mobile downloadable app from my mobile device?

- Accessing Santander Treasury Mobile from your mobile device is easy! To get started, download the app at the Apple App Store or Google Play and log in using your existing Santander Link credentials.



How will I know which app to select?

- At each store you can search for “Santander Treasury Mobile” and then look for the “Treasury” app icon.



Are Santander Treasury Link and Santander Treasury mobile the same?

- The Santander Treasury Mobile App allows Santander Treasury Link users to access many of the online platform’s features directly from their mobile device.

Do I need to take any actions to setup my user entitlements in the app?

- No, all entitlements that exist today will also be available through the mobile app.

Can I use the same company ID, user ID and password that I use on desktop?

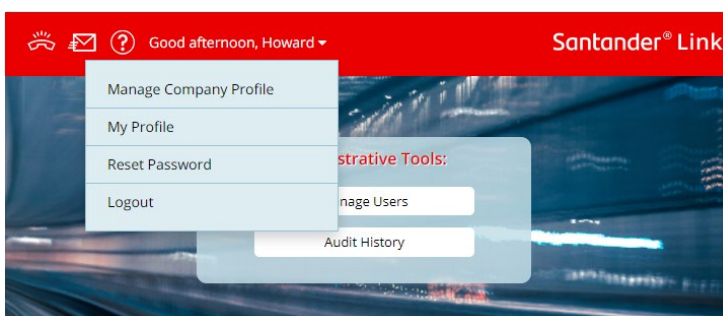
- Yes! Your company ID, user ID, and password are the same on mobile as they are on desktop.

What Santander Treasury Link features are available on a mobile device?

- Log in to Santander Treasury Mobile to access:
 1. Account Activity, Prior Day, and Current Day reporting
 2. Transaction Search
 3. Check Positive Pay decisions
 4. Check services, including Stop Payment and Check Inquiry
 5. View alerts and Messages
 6. Login using face or fingerprint recognition

During my first login I am asked to choose a method for receiving a verification code, but I never receive the code. What do I need to do to have the code sent to me?

- In order to receive the One-Time Passcode via text or email please review your user profile, from the dropdown menu below your name on the Santander Link landing page and confirm your mobile phone number and email or edit them and then save the changes.



Can users continue to access Santander Treasury Link using their mobile browser in addition to the downloadable app?

- Yes, users will still be able to access Santander Treasury Link using their favorite web browser from their mobile device even if they download and use the app as well.

Is Santander Treasury Mobile safe to access on my mobile device?

- Rest assured that the security features that Santander offers to protect you and your business are on watch 24/7, no matter what device you use to access your treasury management services.

What if I forgot my password?

- Click on “forgot password” text on the manual login screen, and you will be brought to the “Forgot Password” screen. Simply follow the prompts to reset your password.
- If you are logging in to the app for the first time, and you cannot remember your password, you should complete the “forgot password” process on desktop and then return to the app to login.

What is the cost to use Santander Treasury Mobile?

- There is no cost, the use of the mobile app is free of charge.

Can access to Santander Treasury Mobile be limited to certain individuals at a company?

- Access to the mobile app is set for all individuals within a company. Access cannot be turned on or off at an individual-by-individual basis.

Should I log out when I end my session?

- Santander always recommends logging out, but if you forget, Santander Treasury Mobile will automatically log you out after 5 minutes of inactivity.

Can I turn off Santander Treasury Mobile access?

- Removal of Mobile access will result in the app being turned off for all users within an organization. Please contact Santander Transaction Banking Client Services at 844-726-0095 or clientservice@santander.us for help with removing mobile access for your organization.

Who do I contact if I need help?

- You are always welcome to reach out to Santander Transaction Banking Client Services at 844-726-0095 or clientservice@santander.us