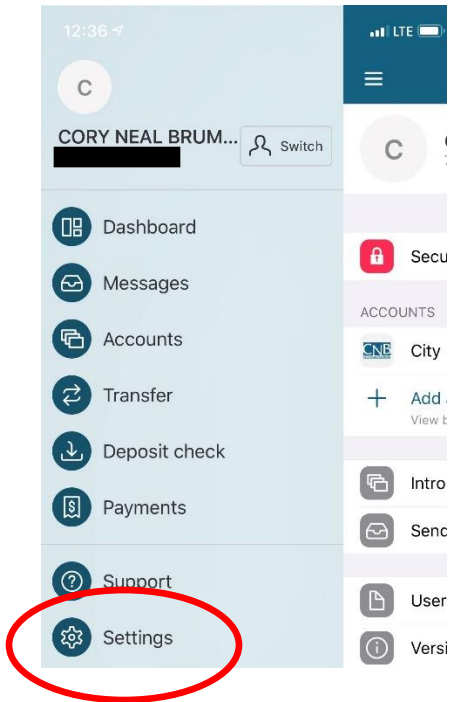
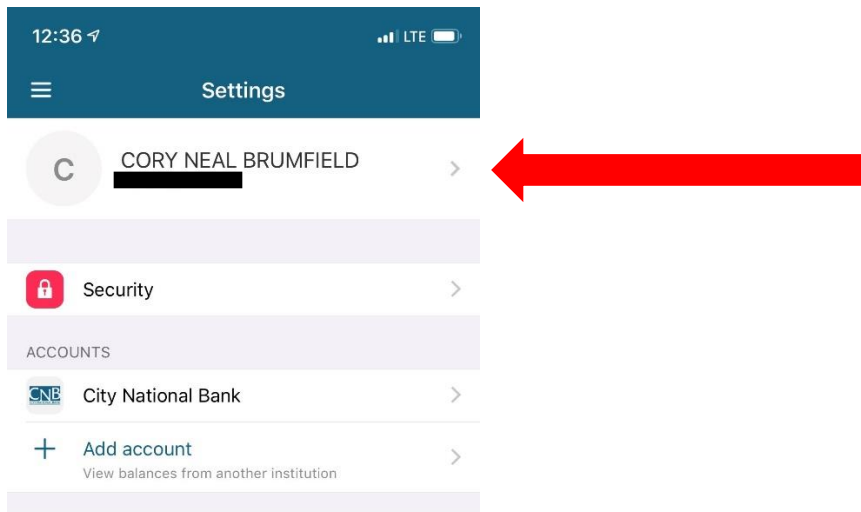


## Customer Information Change via the Mobile Banking App

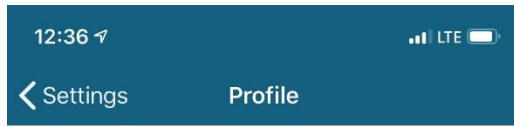
1. Log into your CNB Mobile Banking App. Click the 3 lined menu button in the upper left hand corner, then “Settings”:



2. Click your name at the top of your screen:



3. This will take you to a screen showing what CNB currently has on file for your address, e-mail, and phone numbers. Here you can select to change your e-mail and phone numbers. You CANNOT change your address via your mobile app.



Street address



Email



Edit >

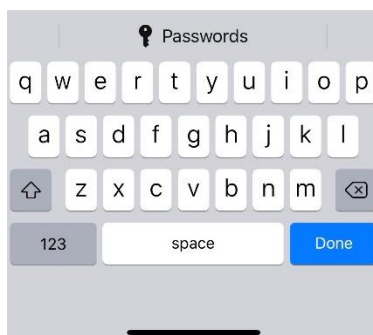
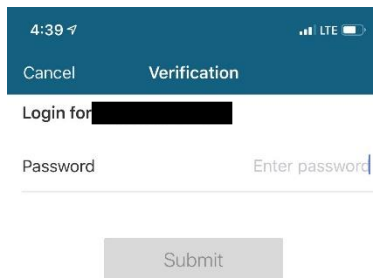
Home

(903) 885-8688

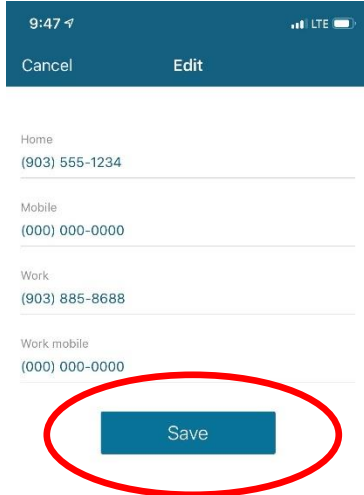
Edit >



4. Select "Edit" next to whichever field you'd like to change. YOU WILL NEED YOUR NETTELLER PASSWORD TO MAKE CHANGES! Not your pin!



5. Once you type in your password and click “Submit”, you will be brought to a screen where you can make your changes, then click “Save”:



You will receive an email that looks like the one below when you have changed something in your profile:



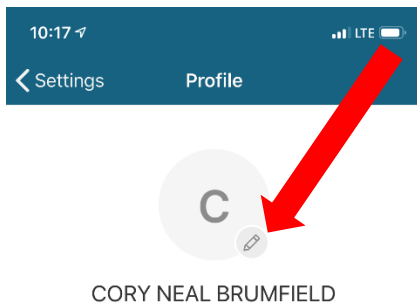
Hi there,  
Your phone number(s) has been successfully changed for your account.



If your account is secure with two-factor authentication, now might be a good time to update your phone number associated with your authenticator app. If you did not make this change, please contact us at (833) 501-8764 immediately.

City National Bank  
[info@bankatcnb.com](mailto:info@bankatcnb.com) | [Privacy Policy](#)  
(833) 501-8764  
201 Connally St, Sulphur Springs, TX

To add a photo to your profile, you'll go to “Settings”, then select the pencil edit button near the top:



Then you'll either select a photo or take a photo. After you choose your photo, it will appear on your profile.

