

February 4th, 2019

Mobile App Notification

Dear Members,

We were recently notified that some Members aren't able to access their mobile banking app on Samsung devices that have upgraded to the latest Android 9 operating systems. Users who upgrade to Android 9 on Samsung devices are no longer able to login to the Northland Mobile Banking application. This is specifically on Samsung devices, not Pixel or other devices that have been on Android 9 for the past year.

We are working to resolve this issue and apologize for any inconvenience. If you are currently one of those affected, please utilize the mobile or home banking option on our website for the time being. We recommend not upgrading to Android 9 if you have a Samsung device at the time being. If you have any questions please contact our call center at 989-739-1401.

