

SouthWest.Bank FAQs:

For security purposes we've changed our email addresses and website URL to end in '.BANK' instead of '.com'. Our new web address will be southwest.bank and our email addresses will end in @southwest.bank. Look for this before interacting with any email or website of ours.

Remember, SouthWest Bank will never request your user name, password or other electronic banking credentials by phone, through email or send links in an email to update information.

What is .BANK?

.BANK is a gated domain, like .gov or .edu, but for verified banks. Replacing .com, which can be purchased by anyone, .BANK quickly verifies that the website or email is authentically from our bank, so you can interact with confidence when you see the '.BANK' at the end of our email address and website URL.

How is .BANK more secure?

All banks are verified and authenticated by fTLD, the .BANK administrator, prior to registering their .BANK domain, and re-verified annually thereafter. This ensures everyone using a .BANK domain is an eligible organization. Hackers and bad actors can't get a .BANK domain to create lookalike domains for phishing and spoofing, as they can in '.com' and other publicly available domains.

With the '.BANK' visual authentication cue in place you can quickly confirm emails and websites of ours are real, and avoid interactions that could lead to identity theft and financial fraud. This authentication is also an additional layer of protection for our internal and vendor communications, helping us to further secure against potential breaches.

All banks within the .BANK domain must also implement additional Security Requirements to help secure their sites and email, and protect them, their vendors and their customers from phishing, spoofing and other cyberattacks. All banks using .BANK are monitored for compliance with these security requirements on an ongoing basis.

Do I need to do anything differently now that you're in .BANK?

Our email addresses and website URL now end in .BANK. From now on, before interacting with emails from us, and before you enter your username and password on our website, simply look for the '.BANK' to authenticate the email or website is ours.

Our .com email addresses are forwarding to our new .BANK email addresses, and our .com website redirects to our new .BANK site, but over time you should update your address book and bookmark for our site.

You're the first '.BANK' I've seen, why haven't all the other banks moved?

The move to .BANK is a business decision every bank must make, and plan for, based on its own priorities and resources. We decided it was a priority for us to enhance our security and provide our customers with an easy way to authenticate our email communications and website so we've made the move to .BANK.

As a Reminder:

Although you, and us as an institution, may make every effort to have all safeguards in place to prevent these crimes, there is no single measure to stop these threats entirely. That's why it is important to educate yourself on the threats and review the links on the right that include recommendations to help secure your financial information.

If you are worried your information has been compromised, please contact us to see how we can help.