

Redstone Live, our virtual branch, lets you bank from the comfort of your home or on-the-go on your mobile device or computer, and in online banking. Start on-demand video calls to talk to the same local friendly team members you're accustomed to seeing at our branches and drive-thru.

Download the Redstone Live app to get started

[iTunes](#)

[Google](#)

FAQs

What is Redstone Live?

Redstone Live is a virtual branch video calling that allows you to chat face-to-face with a Redstone team member using your mobile device or computer. You can use it from wherever you are.

Do I need to make an appointment to use Redstone Live?

Appointments are not necessary. You can get on-demand service anytime during our service hours.

Will I get to talk to a Redstone employee?

Yes, all Redstone Live agents are Redstone employees, so you get the same Redstone service without having to leave home.

What can I do with Redstone Live?

Almost everything you can do in a branch, you can do with Redstone Live, except make deposits or withdrawals, or applying for and maintenance of home-related loans (ie. mortgages, refinance, home equity line of credit or loan).

Redstone Live can help you with:

- Account maintenance
- Open a new account (checking, savings, certificate)
- Applying for a personal loan, auto loan, or recreational vehicle loan
- Apply for a credit card
- Fraud inquiries
- Checking loan application status
- Checking account balances
- Transferring money between accounts
- Questions about online banking or the mobile app

How do I use Redstone Live?

1. Click the "video call now" link on the Contact Us page, or download and open the Redstone Live app
2. Select the 'Get Started' button
3. Type in your contact information, agree to the terms and conditions, then tap 'Select team to video call'
4. Select 'Start Video Call' for the category of service you'd like assistance with.
5. If a team member is available, your session will begin immediately. Otherwise, you'll enter a virtual queue until the next team member is available.

What browsers are supported?

To get the best experience, visit our website using Chrome or download the "Redstone Live" app from your phone's app store. You will need to allow the app access to your camera and audio settings. If you attempt to use this service without video, you will get an error message.