



V1BE FAQs

What does V1BE stand for?

V1BE stands for Virtual Interactive Banking Experience and is a Primis companion delivery app that is designed for consumers and businesses that brings the bank to you.

Who can use the V1BE app?

V1BE is for both consumer and business banking customers.

Where do I get V1BE?

V1BE can be easily downloaded from the App Store on Apple devices or Google Play for Android devices.

How does someone who is not yet a Primis Customer get V1BE?

If you are interested in using V1BE but are not currently a customer with Primis, you can become one by opening an account either within the V1BE app or online at primisbank.com.

Is there a charge for using this app/service?

V1BE is 100% free for all Primis customers and there are no extra charges or hidden fees for the services provided.

How does V1BE work?

V1BE is a delivery app that brings the bank to you. You can easily request essential banking services through the app such as “Bring Me \$” and “Pick Up My \$”, etc. Simply put, V1BE is a delivery app that was designed to bring the bank to you.

What are the services V1BE provides?

There are many services offered within V1BE. You can request to have cash delivered to you wherever you are. You can schedule deposit pickups, request cashier’s checks drop offs or even have a driver pick up a payment for you—all done right from the palm of your hand.



What are the hours of operation for V1BE?

At this time, V1BE services are available during bank hours of operation. You can schedule deliveries and pickups without having to go to a branch.

Is this safe?

Yes. Primis has developed V1BE with safety at the forefront of every decision.

How long does it take?

V1BE deliveries and pickups can be scheduled in advance to work around your day or you can specify to be fulfilled ASAP (which typically takes less than two (2) hours depending on your location).

Is V1BE easy to use?

Yes. V1BE was designed for you, the customer, ensuring we could create the service as user-friendly as possible to maximize convenience. If you'd like to speak with a representative, our Customer Care Center is open 24/7 to take your calls or walk you through a live chat. Reach them anytime at 1.833.4PRIMIS (1-833-477-4647)