



IMPORTANT INFORMATION REGARDING ONLINE BANKING

Effective April 15, 2024, we are adding a security update to Online Banking. This additional layer of protection confirms not only your credentials, but also the device you are using during the login. If the system detects a new device or suspicious activity, you may be asked to verify your identity with a one-time passcode sent to your phone. **Your enrollment in this new security process is required. You will be prompted to enter your information during the enrollment process when you login to Online Banking.**

Initial Setup:

When you log in to your Online Banking account through our website or Mobile Banking app, you will be asked to answer your security question or enter a passcode. Once you have successfully entered this information, you will be asked to input your verification phone number and choose your preferred delivery method - text message or phone call.

This new security feature will replace the Security Challenge questions currently used and will only be activated if it detects a login attempt that falls outside of how you typically log in. During the first few weeks after your enrollment you will be prompted to enter a passcode until the system learns your login behaviors.

It is very important that you enter a valid number during your first login. You will be unable to sign in to your online banking account if you do not enter a valid mobile telephone number to receive a passcode or a valid telephone number (including mobile) to receive a call with your passcode.

Please reach out to your local branch or call (773) 646-4200 if you have any questions.

