

Improving Member Security: MFA Activation

While our systems remain secure and protected, we will be adding Multifactor Authentication (MFA) as an enhanced security feature for stronger, multi-layered security to our **Online Banking and Mobile Banking**. This will help protect our members and reduce potential risks.

MFA significantly enhances account security by replacing challenge question prompts with a one-time code sent to the member's mobile phone or email.

To prepare for MFA implementation, we recommend reviewing your member contact records to ensure valid mobile phone numbers and/or email addresses are on file, as these are required for MFA code delivery. Once enabled, Multi-Factor Authentication (MFA) will replace challenge questions as the secondary authentication method—offering a stronger, more secure login experience across both Online and Mobile Banking platforms.

Key Details:

- Members will need a valid email address and/or mobile phone number on file to receive MFA codes.
- Upon successful login, members without MFA setup will be redirected to their contact information screen to enable MFA.
- Members may choose to opt out and continue using challenge questions if preferred, however, MFA is recommended.

To Update your email and/or mobile phone number through your Online Banking, please use the steps below.

- 1. Sign in to Online Banking**
- 2. Click on the Profile icon.**
- 3. Click Update Profile**
- 4. Click Update Contact Information**

Please call one of our offices for assistance if needed.

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