

Product Overview

As online security threats become more and more prevalent, keeping members' money and data safe are a top priority. The introduction of Authentication Enhancements – 2-Step Verification, Self-Serve PAC Reset and Strong PAC – offers members added protection when accessing their accounts through online banking.

2-Step Verification

2-Step Verification adds an extra layer of protection when members log into online banking. Each time they sign-in with 2-Step Verification enabled, members will need to confirm their identity by entering short duration, one-time-passcode sent to a mobile phone number and/or email address of their choice.

Self-Serve PAC Reset

While more complex passwords offer added security, they can also be challenging to remember. To help address this, Self-Serve PAC reset has been introduced to allow members to reset their own password safely online, without needing to phone or visit a branch.

Strong PAC

Following the latest industry security standards, Strong PAC requires members to set a complex Personal Access Code (PAC) to access their online banking. This change increases security and confidence for members when accessing their finances online.