



Stronger Security Is Coming to Online Banking

To help protect you from fraud and scams, we're adding new security features. You'll need to log in and update a few details — a small step to help keep your accounts safe.

Coming soon, we will be adding new security features to our online banking platform. These security features will help ensure that your Memorial Employees FCU online accounts are protected from scammers, fraudulent access, and other cyber threats.

As part of this rollout, all current online banking users **will be required to select new challenge questions/answers** and setup phone numbers that will be able to receive one-time passcodes (OTP).

Please make sure that the **phone numbers currently listed for your online account are correct**. You can add up to (5) phone numbers to receive the OTP by either text or voice call.

As a part of this security enhancement, any attempt to log into your accounts from an unknown device, different location or web browser **will prompt the system to ask one of your challenge questions.** Logging in from the device or location used to set up your challenge questions will only require the use of the OTP.

If you have any questions regarding these changes, please contact us at 954-265-5862.

