

May 12, 2015

Dear Valued Member,

Our core processor, Fiserv will be updating the hardware, database, and Multi-Factor Authentication (MFA) configuration. This update allows Fiserv to continue its commitment to provide the most effective and secure operating environment for home banking. As a result of this update, all members will be required to re-enroll in MFA during their first log-in to Home Banking. The ultimate goal is to provide our members with the level of security they expect from Census Federal Credit Union.

The re-enrollment will ONLY change your security questions, answers, image and passphrase. The User ID and password will NOT be changing during this process. This enrollment process is identical to what brand new members of the credit union go through when they log in for the first time. You will need to perform the following:

- Clear all session cookies from your device. Not doing this could cause older site cookies to be used and generate some misleading displays or errors.
- Select 3 new questions in the drop downs provided. You may see previously selected questions and they can be reused, with the same security answer.
- Select a new image and passphrase. This can also be the same information that was previously entered.

Ensuring excellent member service is very important to us at Census Federal Credit Union. Thank you for your patience and continued trust in your credit union. If you have any additional questions or concerns regarding this information, please contact your credit union at (301) 763-0287 or (800) 343-6788.

Sincerely,

Senior Management