

# **NEW ONLINE BANKING SECURITY FEATURE EFFECTIVE MAY 21, 2026**

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The protection of your information is very important to us. We are pleased to announce we have implemented a new login security feature for Online Banking and Mobile Banking. This new feature helps guard your online information by adding another layer of identity verification to your online financial interactions with us.

## **How does the new feature work?**

Beginning **May 21, 2026**, when logging into Online Banking and Mobile Banking, you will receive a 6-digit One-Time Passcode (OTP) directly on your phone via text or voice call whenever you log in from a new device, browser, or location. You will be asked to enter this OTP to complete the login process on your device. This feature takes the place of answering security questions when logging in from an unrecognized device, browser, or location.

Communication will come from the following numbers:

- Text - **36397**
- Voice Call - **1-678-498-2706**

## **What do I need to do?**

It is very important that your phone numbers in our system are accurate and up to date. You will not be able to access Online Banking if we do not have your updated contact information.

Please contact us at **808.935.9778**, **info@bigislandfcu.com**, or via Online Banking Message Center or more information.