

COMING SOON NEW ONLINE BANKING SECURITY FEATURE

To continue strengthening the protection of your financial information, Big Island FCU will be introducing a new login security feature for Online Banking and Mobile Banking. The new login process will incorporate a faster, more secure identity verification method.

How does the new feature work?

Beginning in **May 2026**, when logging into Online Banking and Mobile Banking, you will receive a 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 will take the place of answering security questions when logging in from an unrecognized device, browser, or location.

What do I need to do?

To avoid any service interruptions, it is **essential** that your phone numbers in our system are accurate and up to date. ***Please log into your Online Banking profile to review and update your phone numbers.***

Keeping your phone numbers current ensures you continue enjoying secure, seamless access to your accounts.

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

You will not be able to access Online Banking if we do not have your updated contact information.