

MULTI-FACTOR AUTHENTICATION

A STRONGER HOME BANKING SYSTEM

We take your online security seriously. Therefore, we are introducing a new security feature called Multi-Factor Authentication (MFA) on the NetBranch site.

WHAT IS MULTI-FACTOR AUTHENTICATION?

Multi-Factor Authentication is a new security feature that works 24/7 to protect your NetBranch account, even when you are not online. It helps guard against fraudulent logon attempts like “Phishing” (malicious request for your personal information) and identity theft.

HOW DOES IT WORK?

When you enroll, the system will randomly assign you a secret image which you can change after you log on to your account. You will also select a phrase that will appear under the image on our NetBranch site.

The combination of the image and phrase is only known to you and the system. When you see your personalized image and phrase, you can be assured that you are logging on to our actual NetBranch site.

The security system also checks the computer that you are using to access your NetBranch account. If the system does not recognize your computer during a future logon attempt, it will take additional steps to verify your identity.