



ONLINE BANKING

- **Online Banking USER ID NAMES, LOG-INS, PASSWORDS, USER AGREEMENTS and PERSONAL VERIFICATION QUESTIONS will all have to be reset upon first log-in after July 2.**

Effective July 3, 2020 your new login will always be the 19-digit Personal Access Number (PAN #) on the front of your current BACU MemberCard. After the initial login and set-up, you can go back and save this number using “Memorized Accounts” in Online Banking to avoid entering it at each login.

Recommended Solution: Easy step by step instructions are on the website for the new log-in process. Please see “Online Banking Instructions”.

***Note: Some business accounts with Online Banking may require branch assistance to log-in.**

- **Members with Online Banking but NO CURRENT 19-DIGIT MEMBERCARD will need to obtain a new Member card to log-in to Online Banking after conversion.**

Recommended Solution: Affected members were notified by mail. All such members should visit their branch before June 30 and get a new MemberCard issued, to allow Online Banking access and the ability to login and reset their password.

- **Member Transaction History will be lost from within Online Banking and will begin again as of July 1, 2020.**

Recommended Solution: Online Banking will have 7 months history (Dec 2019-June 2020) available directly to our members as **NEW online E-statements**, displaying all transactions. For any transactions prior to December 2019, this information is available by contacting your branch.

Given that transaction history prior to June 30, 2020 will not be converting, members should print off any pertinent information they want to have a record of.

- **History for downloading to Accounting Programs will be lost and will start new from July 1, 2020.**

Recommended Solution: Download history to accounting programs prior to June 30.

- **Initial online access after conversion, must be completed using the “Full” BACU website.**

Recommended Solution: Use “Full Site” for first log in. See Online Banking Login Instructions