

APRIL 2023

[MSDFCU.ORG/UPGRADE](https://msdfcu.org/upgrade)

Don't miss important communications, and security changes update your contact information today!

Why is this important?

We are strengthening the security of your personal information.

Introducing One-Time Passcodes
MSDFCU will now require you to validate your identity by receiving a one-time passcode that can be sent via text or email. Verification passcodes will also be needed from unrecognized devices or high risk transactions.

We recommend that you review and update your contact information, specifically your email address and mobile phone numbers that receive text messages at.

From Inside Current Online Banking

Option 1.

- Go to the top tab, "Account Services."
- Use the left blue menu to select "Requests."
- Click on "Address Change" and complete the form

Option 2.

- Go to the top tab, "Account Services."
- Click on the green button "Compose a Message."
- Use the dropdown menu and select "Customer Service Desk" In the subject line, type "Update Address"
- In the body type, new information that you want to be changed for your account.

Outside of Online Banking

1. Complete the Account Change Form
2. Visit any branch location
3. For guided instructions, call 215-996-3700

