

# Member Communication: PASSWORDS

To access your MCU account information and other services, you will need to setup various passwords or personal identification numbers (PIN). **MCU staff may ask you what your account password is as an extra security measure to ensure your identity. Members should keep all other passwords or PINs confidential.**

## Account Password

When you open your account, you will choose this word and use it to identify yourself at the teller line and when calling or emailing the Call Center. **MCU staff may ask you for your account password. All other passwords and PINs are confidential. MCU staff will not ask you about them.**



## MCU@Home Password

When you sign up for home banking, you will choose this word (a combination of letters, numbers and characters). **You should keep this password confidential.**



## Secondary Password

You will choose this word (a combination of letters, numbers and characters) when you authenticate a computer you are using to access MCU@Home. It acts as an extra security feature. **You should keep this password confidential.**



## Call24 PIN

When you call into CALL 24 for the first time, you will setup your PIN (personal identification number). **You should keep this PIN confidential.**



## ATM Card, Debit Card and Credit Card PINs

MCU ATM Cards, MCU VISA Debit Cards or élan VISA Credit Cards require PINs (personal identification numbers). **You should keep these PINs confidential.**

You choose an ATM Card PIN while working with a personal financial officer. Later, you may want to change your PIN but you must come into the branch to do it.

When you choose a VISA Debit Card or an élan VISA Credit Card you will receive your PIN in a separate mailing. To change your VISA Debit Card PIN, you must come into a branch. To change your élan Credit Card PIN, you must contact élan CardMember Support at 1-800-558-3424.

