

Updating Your Password on the New Online Banking Platform and Mobile App

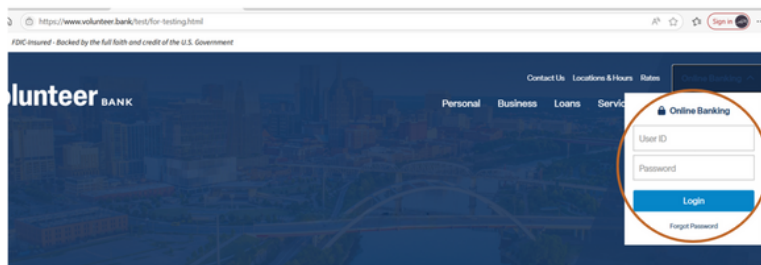
Our enhanced Online Banking and Mobile App launch on September 15. As noted in your August Systems Upgrade Guide, you'll need to reset your password on or after launch to access your account securely. Follow the steps below to log in and enjoy a faster, smarter, and more secure banking experience.

- * **Online Banking:** If you're updating your password using a desktop, you'll need to visit **www.Volunteer.Bank** to get started.
- * **Mobile Banking:** If you're updating your password through your mobile app, you'll simply open the new Volunteer Bank app on your mobile device. Important Reminder: On September 15, you'll need to delete the existing app and visit your app store to download the new one before beginning the steps below.

The instructions for this process are the same whether you're updating through the Online Banking platform or in the Mobile Banking app. For reference, screenshots below from the Online Banking platform have been included.

STEP ONE

Enter your **User ID (username)** and **password**, then click **"Login"**. Use the same User ID and password you used in the old system.



STEP TWO

You will be prompted with a SAC (**Secure access code, one-time passcode**).



STEP THREE

After confirming your secure access code, you will be prompted to **change your password**. You can change it back to the one you have been using or set a different one. You'll then need to accept the new terms and conditions to gain access to your account(s).

