# New Digital Banking Experience December 5th 2023!

What's New?

- A modern, user-friendly and consistent look and feel across all your devices
- New mobile application (available for iOS and Android)

Enhanced Security

- *Two-Factor Authentication* - a code will be delivered to you outside the system to verify your identity
- *Transaction Alerts* - near real-time alerts delivered to your mobile device
- *Touch and FaceID* - for enabled devices
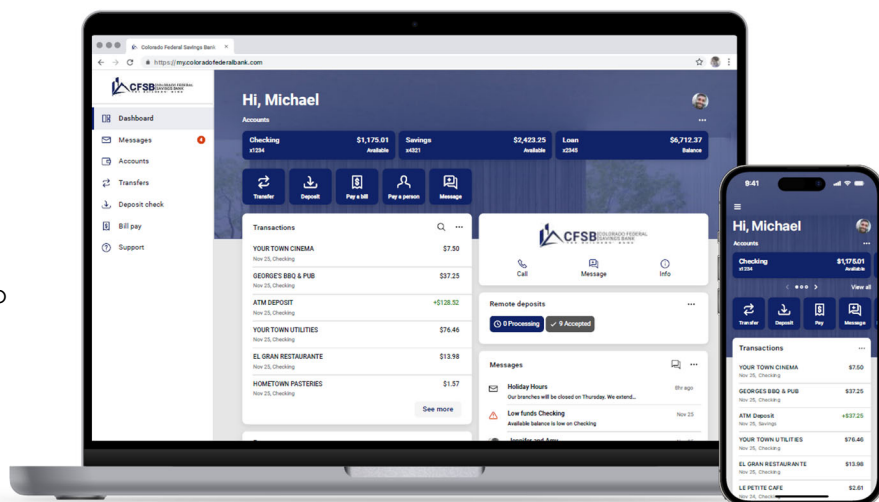
Important Dates

PRE-UPGRADE

Login with your current username and password to ensure you have access to the email address on file

Important!- An incorrect email address on file or unmonitored email address will prevent you from being able complete the initial login

DECEMBER 4

At 3PM MST— Your account will be in view only mode - transfers will be disabled online in order to migrate your current and future dated transfers and enrolled accounts

DECEMBER 5

At 7AM MST—The new system will be live. At this time customers will be able to login to the new experience at coloradofederalbank.com and download the new app and log in utilizing your current account credentials.

Common Questions

- **How do I confirm my email and why does this need to be current?**
  - ◊ You can find this information in CFSB online banking under the "settings" tab in the current email section. An incorrect email address on file or unmonitored email address will prevent you from completing the initial login. We will also be unable to send you important security updates about your account

- **Will external accounts and transfers carry over?**
  - ◊ All verified external accounts enrolled on your profile as of December 4th at 3PM MST will be migrated as well as any future dated transfers. Any accounts pending verification will not be migrated and will need to be re-added

- **Will I still need my three security questions?**
  - ◊ No, your three security questions will be replaced by the two factor authentication text messages which only occur at login

Quick Start Guide for December 5th

1) **Visit the homepage of our website** to sign in from your computer or visit the App Store or Google Play Store and download our new mobile banking app

2) **Enter the Username** that you established for your online banking account on our previous system

3) **Enter the Password** that you established for your online banking account on our previous system

4) **Verify your Identity:** a token/code sent to your email address on file for verification

5) **Establish Two Factor Authentication:** a verification code will be delivered by text or phone call to a number you provide. Ensure that you have access to this phone while you are completing the process. If you do not have a cell phone, enter a land line number and request call

FOR MORE INFORMATION, Email: depositsupport@cofsbank.com or call 877.484.2372 M- F 7AM–5PM MST