



At Consumers, your security and right to privacy is one of our top priorities. As part of our commitment to your security, we are upgrading the online banking site.

On March 11, we are implementing a change to increase the number of password characters allowed to 256. This change not only increases security for our members accessing online and mobile banking, but it is also necessary for the further expansion and enhancement going forward.

While the character expansion is a great thing, the effect on your passwords is a bit trickier to explain. As an example, Jane Member believes her password is *ilovemydog123*. When Jane enters her password now, the system recognizes only the first 10 characters, *ilovemydog*, then uses that as the password, and ignores the rest. After March 11, when Jane enters her password like she usually does (*ilovemydog123*), the online banking system will now see the remaining characters of her password, compare it to the 10 characters it expected, and will consider that a password mismatch.

If you believe that your password is longer than 10 characters, you may continue to log in using just the first 10 characters of the existing password. ***If your password was longer than 10 characters, you will need to change your password on or after March 11.***

If you are having issues logging into online banking, feel free to contact customer service at 718-266-2204, option #3.