

UBAY@HOME SECURITY FAQ

Updated on 11/1/17

Why is my online banking experience changing?

In order to make your online banking experience as secure as possible we are introducing new security features. Most of the time, your online banking experience will be the same as it was before, only now you will have an extra layer of security working behind-the-scenes to protect your account. The new security may –very infrequently- prompt you to verify your identity before continuing. This means you can now bank online with a renewed sense of confidence.

What is this new security system?

Ubay@HOME employs the latest security measures available, including watermark identification, security questions, and password requirements to ensure the identity your identity when logging in.

How do I sign up for the new security?

This security was put into place when you signed up for your new Ubay@HOME account. When new security measures are implemented, they will be automatically added to your account. If more information is needed from you for these new measures, you will be prompted for this information though the Ubay@HOME system AFTER you have logged into your account. Please note, UBCCU will never call or email you asking for personal information.

How much will it cost?

There is absolutely no cost associated with the new security system.

What do I do if I feel my online account has been compromised?

Change your password immediately. If there are suspicious transactions on your account, make note of the details of the transaction and contact the credit union at (989) 892-4597 or (800) YOUR-OWN.