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Security Statement

MOBILITY Credit Union is committed to making your online Home Banking experience safe and secure. Our online Home Banking service provides security technology to protect the data of our members and for the credit union. We have taken many measures to ensure your privacy.

Information Encoding

We use encoding technology to ensure that your private information cannot be easily translated. On our Home Banking service your information never travels the Internet without encryption protection.

Account Numbers and Names

MOBILITY Credit Union does not display your account numbers over the Internet. Instead, you will see the account type i.e. primary checking, and will have the option to change to a "pseudo" name for each of your accounts.

Home Banking ID & Home Banking Information

In order to access MOBILITY Credit Union Home Banking, you must enter a unique User ID and PIN.

PIN Security System

To keep unauthorized individuals from accessing your account by guessing your PIN, we instituted a PIN security system. If your PIN is entered incorrectly three consecutive times, the user is "locked out" of the system for 24 hours. Your account is not accessible via Home Banking throughout this 24-hour lockout period.

Each time you log in to our Home Banking service you will see a record of your last login date and the number of times you have logged in. You will have the ability to monitor the access of your account with this information. You will have an option to Reset Login Count, which allows users to reset the counters for their login history.

Automatic Log-Off

If you are logged on the Home Banking service but do not perform any activity for 10 minutes, you will not be able to proceed until you "re-log" on to the system.

Additional Security Measures

We have sophisticated firewalls and authentication processes to ensure that only authorized individuals are allowed to enter our system. A firewall is either a hardware or software component that serves as a secure entrance to a system. A firewall can allow only specific parties to cross the path and access the system.

Protect your Online Home Banking Account Information

MOBILITY Credit Union works to protect your banking privacy. However, you also play an important role in protecting your account(s). Here are some steps you can take to ensure that your Home Banking account(s) information is protected:

- When sending the credit union e-mail, do not reveal your full account number. Instead, give us your full name and describe your accounts by type description only. On multiple account information, give us the name and relationship to you.
- Do not reveal your Home Banking ID or PIN to anyone else. Your Home Banking ID and PIN are designed to protect your banking information, but that will only work if you keep them to yourself.
- Change your Home Banking PIN frequently. You can change this online through the Home Banking menu called Management.
- Do not walk away from your computer if you are in the middle of an Online Home Banking session.
- Once you have finished your online Home Banking session, log-off before visiting other Internet sites.
- In addition, when leaving your computer clear the browser disk/memory cache and close your browser.
- If you notice any suspicious or unusual activity related to any of your accounts, contact us immediately at (214) 574-2000, Home Banking Department, or by e-mail: eservices@mobilitycu.com

Important: do not send sensitive information in your email. This includes account numbers, social security numbers, date of birth, and other sensitive information.
