

## Improving Data Security

In a continuing effort to improve data security for both you and your members, CU\*Answers will be implementing changes to It's Me 247 online banking access in October. Effective **Monday, October 4, 2010**, members still using Internet Explorer versions 5 or 6 will no longer be able to access their accounts in It's Me 247. This comes in response to the rapidly changing needs of the Internet, and as Microsoft has ended mainstream support for these versions, including the implementation of important security updates for these outdated browsers.

### Alternative Solutions

Currently, members that use IE5 or IE6 to access It's Me 247 only represent 6% of the total number of users accessing online banking. Those members will need to either update their browser to a supported version (IE7 or IE8), or download one of the other supported browsers for It's Me 247 (Safari, Firefox, and most recently, Google Chrome).

### Communicating With Your Members

- We have written content for use in a Member Connect email/online banking message. Xtend can place this text for the member announcement into the CU\*BASE Central Message Library for your credit union. Though we cannot provide a list of which members are still using IE5 and IE6, we do still recommend sending a notification to all your members to inform them of this important change.
- If you would like Xtend to send the message for your credit union contact them at 866-981-4XTEND.
- CU\*Answers will also place an OBC article (the messages seen when on the login screen for It's Me 247), increasing the exposure to your members.
  - If your credit union utilizes the custom OBC stories through Xtend, remember that if the custom story is very long members may not be able to see the standard OBC story without scrolling down. Contact Xtend if you would like to discuss having a shorter custom OBC story.
- For members asking, "how come I have to upgrade?" you can point them to Section 7 of the Online Banking Use Agreement that states, "Your computer must have installed browser software which utilizes appropriate security protections."
- Keep in mind It's Me 247 already presents a message every time a member logs on with an out of date browser encouraging them to upgrade. This gives the member plenty of warning well in advance of us removing support for that version altogether.

Thank you for your support in implementing these important changes to how your members access It's Me 247 online banking!