

Q&A: PIN Number Change

Why is my PIN Number changing?

The security of your personal financial information is our utmost priority and in an effort to better protect all of our customers, we are doing a system wide update to the software on our ATM machines. Unfortunately, in doing so, we have had to re-issue PIN numbers for all of our debit card customers.

When will my new PIN number be effective?

Your newly issued PIN number will not be valid until March 2, 2015.

Can I change my PIN number?

Yes

How do I change my PIN number?

You may call toll free 1-800-567-3451 and follow the voice prompts to change your PIN number. This option does not require you to have your newly issued PIN number in hand as it will validate you utilizing other criteria (e.g., date of birth, etc.) This option may be used anytime day or night and as frequently as you would like.