

WESTSIDE COMMUNITY FEDERAL CREDIT UNION

125 E. Buffalo Street
P.O. Box 316
Churchville, New York 14428
(585) 293-3840

February 1, 2010

Dear Member:

We would like to take a minute to inform you of the new security measures on our Internet Home Banking website. In order to protect your account, we have installed some enhanced security features for our members that utilize the Home Banking features on our website. These features have been introduced to protect you and give you an added sense of security when using Home Banking.

In addition to entering your account number and password, beginning **Monday, February 8th, 2010**, you will be required to answer a random question when logging into your Home Banking account. This will be a question that you set the answer to. It is imperative to keep the answers to these questions in a secure place and keep them private.

When logging onto the Home Banking website after February 8th, 2010, you will be asked to change your password and answer a series of questions. Upon answering these questions, click Proceed and you will be asked to log back into Home Banking. **Please realize that these answers are case sensitive.** When logging in, enter your account number and password and click Submit. You will then be asked one of the security questions. Type in the answer and click Proceed. You will now be able to view your accounts.

If you would like to change the answers to any of your questions, click on the "Extended Security" tab. This will allow you to update your answers or change them if necessary.

If you have any questions, please feel free to contact us at 293-3840 or email us at creditunion@wscfcu.com. We appreciate your understanding and patience as we perform this upgrade. Providing you a secure avenue to conduct your financial business is of utmost priority to us.

Sincerely,

Joan Hawthorne