



Banking System Upgrade

Important Information

July 21, 2020

Instructions for Members: E-Notification & Login

New Login required on or after August 11

In our previous communications, we advised that Members who bank online will require a **new Login Number** after the banking system upgrade. The personalized E-Notification securely posted to your online profile (found under "View e-documents") contains this important information. You'll require these new credentials the **first time you log in to your profile on or after August 11.**

Instructions: Prior to Aug 7

The only action required on your part is to retrieve and then save the credentials found in your E-Notification.

1. Prior to August 7, 4:00 p.m. (the start of our system upgrade), read your E-Notification by logging in to your profile on a **desktop** computer. **Important:** The E-notification is not accessible when using the DUCA mobile banking app or on the mobile banking web page. It is only accessible on a desktop.

Instructions: On or after Aug 11

1. Have your new **Login Number** and **Temporary Password** with you the first time you log in on or after August 11. **Do this step at your desktop computer.** It will not be available on the mobile banking app or on the mobile banking web page.
2. Input your new Login Number (which replaces "Alias") and Temporary Password (which replaces "PAC.")
3. After you are logged in with your new credentials, you will be prompted to change your password to a personal

2. Print or securely store this information as you will need it soon.
 3. Your new **Login Number** will replace what you currently use as your "Alias" when you log in on or after August 11.
 - It will match the number on your DUCA debit card.
 - If you don't have a debit card, it will be a newly generated number.
 4. Your E-Notification also contains a Temporary Password.
 5. You will need both your new Login Number and the Temporary Password the first time you log in on or after August 11.
- one that makes sense to you. Your new password must meet the stringent and secure criteria outlined in the E-Notification. You may choose to use your current PAC (password) if it meets the criteria for a strong password.
4. After your first log in at a desktop computer, you may continue to bank online as usual, either at a desktop or with your phone banking app, using your new Login Number and the Password you chose.

Reminders

Our banking system upgrade begins after **4:00 p.m. on August 7** at which time branches will close. Member Connect will remain open for questions but they will not have access to your profile and will not be able to conduct transactions on your behalf. Full banking services resume **Tuesday morning, August 11**. Please check duca.com for any updates.

Don't forget to check our [Banking System Upgrade](#) web page for information and resources pertaining to this important transition **including a copy of these instructions**.

If you don't find answers to your questions in the Resources posted online, feel free to call **1.866.900.3822** regarding our upcoming banking conversion. We appreciate your patience as we implement our **High Tech, High Touch** banking system upgrade.

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Connect with us by [email](#) | Visit our [website](#) | Call Member Connect: **1.866.900.3822**



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