

JPEFCU HOME Branch Online Banking Security Features

The protection of your financial information and the security of your online transactions are very important to Jefferson Parish Employees Federal Credit Union (JPEFCU). We follow the guidelines set forth by the Federal Financial Institutions Examination Council (FFIEC), which requires all financial institutions to implement the security feature Multi Factor Authentication (MFA).

What is MFA?

MFA will help protect you from unauthorized access to your account and other fraudulent online activities such as phishing, identity theft and spoofed websites. This strong authentication mechanism relies on more than one type of authentication, to assure JPEFCU you are a member of the Credit Union and to assure you that the site you are logging into is the Credit Union's official site.

How Do I Set Up MFA?

Everyone enrolled in HOME Branch Online Banking is required to enroll in MFA. The first time you log in, simply follow the instructions on each screen to complete this one-time enrollment. A User ID and Password are required and must be set up in person at

any JPEFCU branch prior to logging in for the first time. Passwords not used within the last 60 days must be reactivated. Once you log in with your User ID and Password, you will be required to choose a text phrase, an image and three challenge questions with answers. The challenge questions allow the Credit Union to verify your identity when the system detects a questionable login attempt or when you use a device that is not registered with our site. The text phrase and image together are called your "PassMark," which ensures you are on the official JPEFCU website. If you do not recognize your "PassMark," please make sure that you are entering in the correct User ID (including the correct case). If you still do not recognize your "PassMark," please call us so that we may help you verify your account.

Reminder

JPEFCU's online services are provided through a secure connection. Standard e-mail is not secure or confidential. **Therefore, the Credit Union will never ask you to send account numbers, social security numbers or any other sensitive information by e-mail.**

Make Life Easy with e-Statements!

e-Statements are **FREE**, Fast, Secure, Convenient and **Accessible Anywhere!**



For simple **e-Statements** enrollment, log in to HOME Branch and click on the Go Paperless tab NOW!

Locations & Hours

Mailing Address

P. O. Box 10680
Jefferson, LA 70181

Main Office

Joseph S. Yenni Building
1221 Elmwood Park Blvd., Suite 207
Jefferson, LA 70123

East Jefferson General Hospital Branch

4200 Houma Blvd., First Floor
Metairie, LA 70006

General Government Building Branch

200 Derbigny St., Suite 1300
Gretna, LA 70053

Marrero Branch

Charles B. Odom, Sr., Service Center
5001 Westbank Expy., Suite C-3
Marrero, LA 70072

Mon • Tues • Thurs • Fri
8:30 AM to 4:00 PM

Wed
8:30 AM to 2:00 PM

Telephone: (504) 736-6144
Fax: (504) 736-6139

JEFF Audio Response:
(504) 736-6555

Loan 24: (504) 736-6152

Website: www.jpefcu.org

e-Mail: yourcreditunion@jpefcu.org

Federally insured by NCUA



Look for your
New and Improved

HOME Branch

Online Banking

Coming Soon!



Together We Can,
Because We Care!

JPEFCU HOME Branch Online Banking Guide

Welcome to JPEFCU's new and improved HOME Branch Online Banking! With easy to navigate tabs, you can enjoy the enhanced functionality of HOME Branch, plus much more. HOME Branch is secure and makes managing your accounts easier than ever, whether you are at home or at work, anytime day or night.

1. **Home** – Home page
2. **Contact** – Contact JPEFCU
3. **Logout**
4. **Toggle between Main Accounts**

5. **Home** – Home page
6. **Access Accounts**
Sub Tabs:

Account Summary – View all of your JPEFCU sub-accounts.
Recent Activity – View a history of your Recent Activity for a selected date range.
Withdraw – Have a check mailed to you in the amount that you choose to withdraw.
Stop Payment – Stop a payment on a check.

e-Mail Notification – Manage your e-Mail Services.

7. **Transfer Funds**
Sub Tabs:

Make a Transfer – Transfer funds from one account to another.
Manage/Review Transfers – View and manage your Recurring Transfers.
Distribution Transfers – Contact JPEFCU to add or edit your existing automated transfer distribution(s). Otherwise, create your own transfer under the “Make a Transfer” sub tab or manage your existing transfers under the “Manage/Review Transfers” sub tab.

8. **Bill Payment**
Sub Tabs:
Pay Bills – Manage your bills at the Bill Payment Center: Add a Bill, Bill History, Manage My Bills, My Accounts and My Profile.
Enrollment Options – Enroll sub-accounts in Bill Pay.

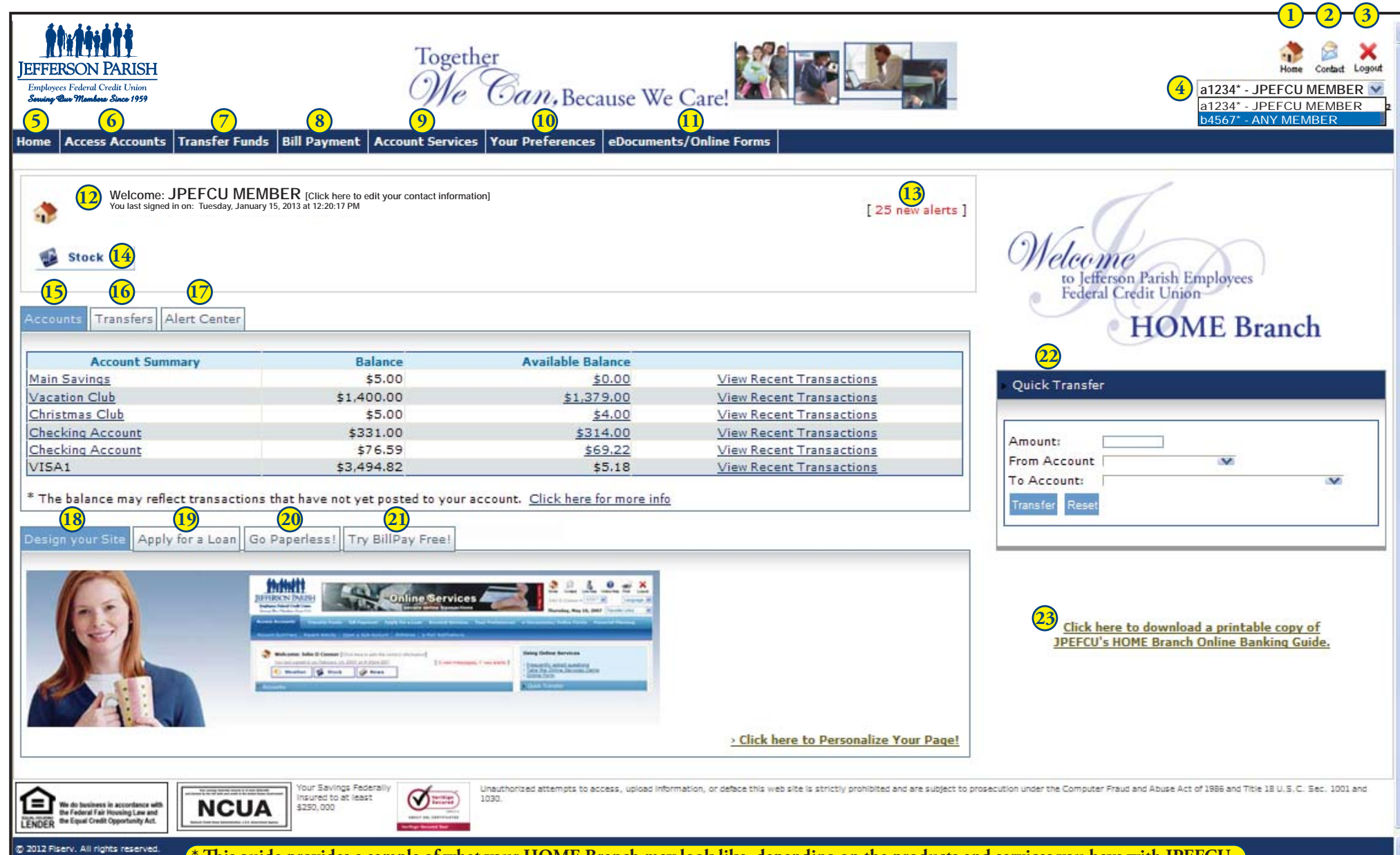
9. **Account Services**
Sub Tabs:
Card Services – VISA Card Services Support Contact Information
Overdraft Services – Overdraft Services Agreement

10. **Your Preferences**
Sub Tabs:
Login Security Credentials – Change the preferences of your Multi Factor Authentication.
Contact Information – View YOUR contact information.
Multiple Accounts – Set up online access to other Main Accounts that you have been authorized to view online.
Member Preferences – Set up quick access to your favorites on your Home page, assign Account Nicknames or view Login History.

11. **e-Documents/Online Forms**
Sub Tabs:
e-Documents – View your e-Statements and e-Checks.
12. **Welcome JPEFCU Member**
Edit YOUR contact information.
13. **New Alerts** – View your New Alert Details.

Optional Favorites

14. **Stock** – Get quotes on your personalized stocks.
15. **Accounts** – View Account Summary.
16. **Transfers** – View Transfer Summary and Details.
17. **Alert Center** – View Alert Details.



* This guide provides a sample of what your HOME Branch may look like, depending on the products and services you have with JPEFCU.

Alert Center and Messages – View Alert Details.

e-Statement Selection – Select either Electronic or US Mail Statements.

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17. **Alert Center** – View Alert Details.

18. **Design your Site** – Personalize Your Home page.

19. **Apply for a Loan**

20. **Go Paperless** – Sign up for e-Mail Services and e-Statements.

21. **Get BillPay now! It's Free when you sign up for e-Statements!**

22. **Quick Transfer Box** – Make a quick transfer between accounts.

23. **JPEFCU's HOME Branch Online Banking Guide** – Click this link to download a printable copy.