Commercial Treasury Management

WE ARE TAKING SECURITY TO THE NEXT LEVEL

Please be aware that <u>Unified Identity Service (UIS) is coming on April 7, 2025</u>. Please read the below information and reach out to the Treasury Management Department with any questions.

> **Email:** treasurymanagement@citizenslc.com
> **Call: (575) 647-4100**

Unified Identity Service (UIS)

We are taking security to the next level! With the ever-changing landscape of technology, and the ever-prevalent presence of fraud, securing your account information has never been more important. Unified Identity Service (UIS) replaces the basic multi-factor authentication service used today and adopts industry standard authentication methods designed to protect against varying types of online account takeover threats.

Benefits of UIS

- Infrastructure designed to identify and block credential-stuffing attacks.
- Preventions to make it difficult for phishing and other attack of schemes to be possible.
- Single identity to manage multiple profiles at the bank (if applicable).
- Ongoing and inherent benefit of the software's security strategy.

FAQs

1.) **Why is Citizens Bank of Las Cruces making this change?**
This upgrade will replace the basic multi-factor authentication service with a platform more robust and extensible.

2.) **What must be done to prepare for this change?**
Watch for the email from the Treasury Management Platform on April 7, 2025 to start the process. The link in the email will only work for 7 days. **Please note – once you click the link, you will have 45 minutes to complete the process.**

User receives migration email → Link expires in 7 days → Enrollment must be completed in 45 min. → User creates a new Digital Identity → User chooses 2FA method

3.) Who do I contact if I have additional questions about this upgrade?
Please contact our Treasury Management Team:

Email: treasurymanagement@citizenslc.com
Call: (575) 647-4100

4.) How do I access the mobile experience?
To access the mobile experience, please use the following link:
https://treasury.citizenslc.com/pwa/citizenslc/login

5.) Can I use my current user ID?
Usernames now need to be unique across all our online banking platforms. In some cases, a new User ID will have to be chosen. Using a combination of your existing username and Treasury Company ID will help keep the user ID unique and familiar at the same time.

6.) What are the requirements for creating a new username?
Usernames must be between 4 and 64 characters in length. Usernames can contain letters (a-z), numbers (0-9), dashes (-), underscores (_), apostrophes ('), and periods (.) and can begin or end with non-alphanumeric characters except periods (.) and spaces. Usernames cannot contain more than one period (.) in a row, accents, accented letters, ampersands (&), equal signs (=), brackets (), plus signs (+), at signs (@), or commas (,).

7.) What are the requirements for creating a new password?
Passwords must be between 8 and 64 characters in length. Passwords must not match or contain your username and must not begin or end with a space.

8.) Can I use the "Don't ask for codes again while using this browser feature"?
Yes, the "remember this browser" feature is linked to the browser used when setting up 2FA. If a brute-force attack or login from another browser occurs, 2FA will prompt validation. Access will not be granted until successfully validated from an established 2FA methods.

Browser Compatibility

- The mobile experience supports most modern browsers.
- Internet Explorer (IE) and other obsolete browsers ARE NOT supported.
- The current and prior versions of Chrome and Safari ARE supported.