



310 S. MAIN ST. SUITE 900, SALT LAKE CITY, UT 84101 (888) 588-6265

## ONLINE BANKING SERVICE APPLICATION (INDIVIDUAL)

*If you have any questions please contact our Servicing Department at 1-888-588-6265.*

**Please provide the following information to complete your Online Banking enrollment request.**

**Borrower Name:** \_\_\_\_\_

**Login ID:** \_\_\_\_\_

Please remember the following when creating a Login:

- Login ID's are case-sensitive and must be between 4 and 30 characters
- Login ID's cannot contain spaces or invalid characters. Invalid characters include: : % \* ! ; | / ' "
- Login ID cannot be your Social Security Number
- Use both alphabetical and numeric characters for a more secure Login ID

**Email Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Once the requested information has been received, you will receive an enrollment email and a temporary password email. Please complete the following steps as soon as possible.**

- When first logging into Online Banking you will need to use the temporary password sent to your email address.
- The temporary password will expire after you have changed it.
- You will be required to select 3 challenge questions and answers that should be easy for you to remember, but is not easy for others to guess or know.
- When you complete the challenge question set up you will need to log into Online Banking an additional time with your temporary password.
- You will need to read and agree to our terms and conditions.
- You will then be required to re-enter the temporary password a final time in order to change to your personal password.
- Your password must contain letters and numbers. The password cannot contain special characters. The password must be a minimum of 8 characters long, but no longer than 15 characters. You cannot reuse the temporary password provided to you.
- Upon a successful password change you can then begin using your eligible Online Banking services.
- You also may use your login ID and new password to access mobile banking on eligible android, iphone, ipad, and some windows devices.

