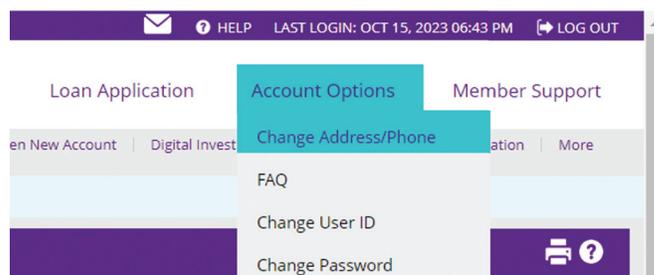


Updating Your Contact Information With Kinecta Step-By-Step Instructions

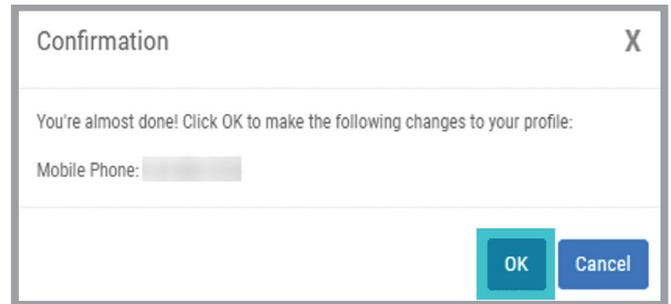
1 Log into online banking at **kinecta.org**.

2 After logging in, select **Account Options** from the main navigation menu and **Change Address/Phone**. **Note: You may be asked to verify your identity using a one-time PIN or answer a challenge question for security purposes.** This code will be used to authenticate the device you are using; do not share this code with anyone. Kinecta will never request this code for account authentication purposes.

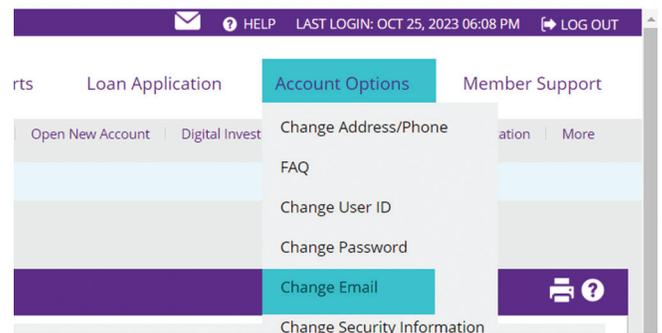


3 Add or update your phone number(s) and/or address on the **Change Address/Phone** page. Click **Update** on the bottom of the screen.

4 Review the changes on the confirmation screen and click **OK**.

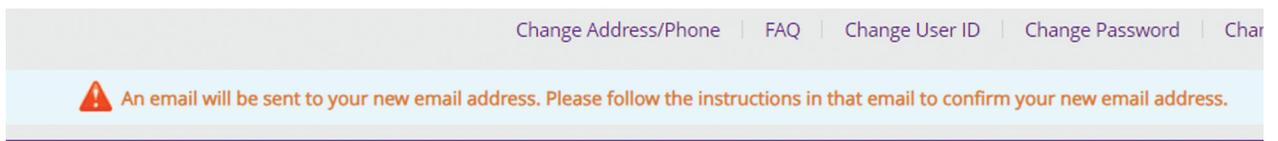


5 Next, if needed update your email by selecting **Account Options** from the main navigation menu and **Change Email**. **Note:** You may be asked to verify your identity using a one-time PIN for security purposes. This code will be used to authenticate the device you are using; do not share this code with anyone. Kinecta will never request this code for account authentication purposes.

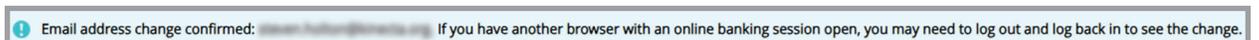


6 Add or update your email address on the **Change Email** page.

7 An email will be sent to you to confirm the new address. You will receive a message in online banking directing you to follow the instructions in the email.



8 Navigate to your email inbox, locate the email, and click on the link provided to confirm your email. You will see a new message informing you the email address change was successful.



Questions? Call our Member Contact Center at 800.854.9846.