

# Frequently Asked Questions - ClientPoint Access

We understand that you may have questions about the recent changes to ClientPoint, powered by FIS Global, and we want to make sure that you have the information you need. That's why we have created an FAQ Document to help answer some of your common questions. Of course, if you still have questions and concerns, please do not hesitate to contact us - we're here to help!

## **Q- Why am I receiving an email regarding my client point access and a password reset?**

A- ClientPoint is being upgraded to improve security protocols, which include the addition of two-factor authentication. As a part of the process, client passwords must be reset.

## **Q- I received a letter indicating the upcoming changes and to send my current email. Should I still send it?**

A- Yes, if you are unable to access ClientPoint please send us an email. If you have successfully accessed your account, you can disregard the mailing.

## **Q- I haven't received a pin in my email. What should I do?**

A- When logging into your account following the latest updates, you will be prompted to add a new device in order to receive a PIN. This additional security measure called two-factor authentication helps ensure that only authorized users can access your account.

## **Q- My account has been closed. Why did I receive a letter?**

A- ClientPoint access stays open for a period of time. If your account has been closed, please disregard the letter you received.

## **Q- My spouse passed away and received a letter. Why did I receive this letter?**

A- ClientPoint access stays open for a period of time. If your account has been closed, please disregard the letter you received.

To contact us please email any inquiries to [trustopsmailing@memberstrust.com](mailto:trustopsmailing@memberstrust.com) or call us today at (888) 727-9191.

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