

COMING SOON

NEW ONLINE BANKING SECURITY FEATURE

Effective July 22, 2025 we will be enabling new security features in our online banking platform. These security features will help to ensure that your Methodist Hospital Credit Union online accounts are protected from scammers, fraudulent access and other cyber threats. As part of this rollout, all current users will be required to select new challenge questions/answers beginning July 22nd and set up phone numbers that will be able to receive one-time passcodes (OTP) for each login going forward. Please make sure that the phone numbers currently listed for your online account are correct. You can add up to five (5) phone numbers to receive the OTP by either text or voice call. As a part of this security enhancement, any attempt to log into your account(s) from an unknown device, different location, web browser, etc. will prompt the system to ask you one of your challenge questions. However, logging in from the device or location used to set up your challenge questions will only require the use of the OTP. If you have any questions regarding these changes, please contact us at (214) 947-1365.

Thank you.