

How To Complete Question and Answer Authentication

If you are logging in or electing to change your password, we may need to ask you additional questions to verify your identity. Follow the steps below to complete the Question and Answer Authentication process:

- 1 Click 'Continue.'
- 2 Complete the Personal Information form
- 3 Click 'Continue.'
- Answer the questions presented.
- 5 Click 'Continue.'

When you have successfully completed the Question and Answer Authentication you will be directed to your account or the Change Password screen.

Log in 🛛
Additional steps required to validate your identity.
Please complete the question and answer authentication process. This process allows us to verify your identity for security purposes.
You will be asked questions that only you can answer.
Too employee will never know will questions were asked or now you answered them. The questions and your answers are highly personalized to you. This makes some
people uncomfortable but it is of the utmost importance to protect you and your data by using a process that offers a very high level of security.
 The question and your answors are only used to validate your identity and help you log in. This information is not kept or shared for any purpose.
For more information about this enhanced login process, see a demo or review the Frequently Asked Questions.
✓ I have read the introduction above
1 Continue >
Log in 🛛
Step 1 of 2: Personal Information
Please complete the form below and click 'Continue.'
* Required field 2 First Name:
Last Name:
*Home Address 1:
Home Address 2:
"State: Select V
*Zip Code:
*Date of Birth: (mm/dd/yyyy)
"SSN: [lest 4 digits]
Clear Continue
Step 2 of 2: Questions and Answers
Note: This information will never be shared with third parties for any purpose. We keep no record
of the information of how you answer the questions.
4 our credit file indicates you may have a mortgage loan, opened in or more Sentember 1996. Who is the credit provider on this score st?
Bank of America
Legacy State Bank
O UCBH Holdings
None of the above
2. What is your total scheduled monthly payment for the above-
O UCBH Holdings
O riveria di tras accivar
Your credit file indicates you may have a mortgage loan, opened in or around September 1996. Who is the credit provider on this account?
Bank of America
Legacy State Bank TCF Financial
O UCBH Holdings
None of the above
Cancel Continue > 5