



## First Time Login

### Mobile Banking Guide to First Time Login Following 3-2021 Upgrades

Union Bank strives to provide easy to use technology that allows customers to manage their finances electronically. Our March 2021 enhancements are designed with the end-user in mind.

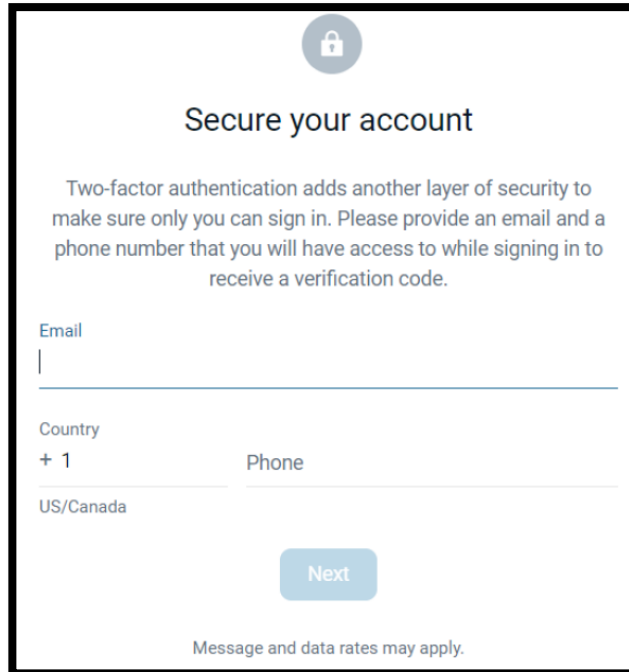
#### Getting Started:

Users who sign into their mobile banking for the first time following the upgrades on March 22, 2021, will have an additional one-time process to go through to complete the sign-on process.

1. Following the upgrades on 3/23/21, when you sign in to the Union Bank Mobile app, you will be prompted to update the app to our latest version. For 3 weeks following the 3/23/21 update, users can “pass” on the update. Beginning 4/13/21, users will have a “hard prompt” requiring them to update the app before proceeding. A link to the new app will be contained in the prompt. First time logins after this date will require the user to go to the Google Play or Apple App Store to download the latest update to the Union Bank app. The app can be found in the by searching for “My Union Bank NC Mobile”.
2. You’ll initially be prompted to enter your user name and password. This is the 12-digit online banking ID number or your pseudo name, if you previously established one for sign-in purposes.\*

\* If you have not previously created a pseudo name, you may do so once signed into online banking. Refer to the Online Banking User Guide for details on how to create a pseudo name for online and mobile banking sign-on.

3. To provide added security to your mobile banking account, we have enabled two-factor authentication to all mobile banking accounts. You will be prompted to provide an email and a phone number that you will have access to when signing in so that a verification code can be sent to you.



## Secure your account

Two-factor authentication adds another layer of security to make sure only you can sign in. Please provide an email and a phone number that you will have access to while signing in to receive a verification code.

Email

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Country

+ 1

Phone

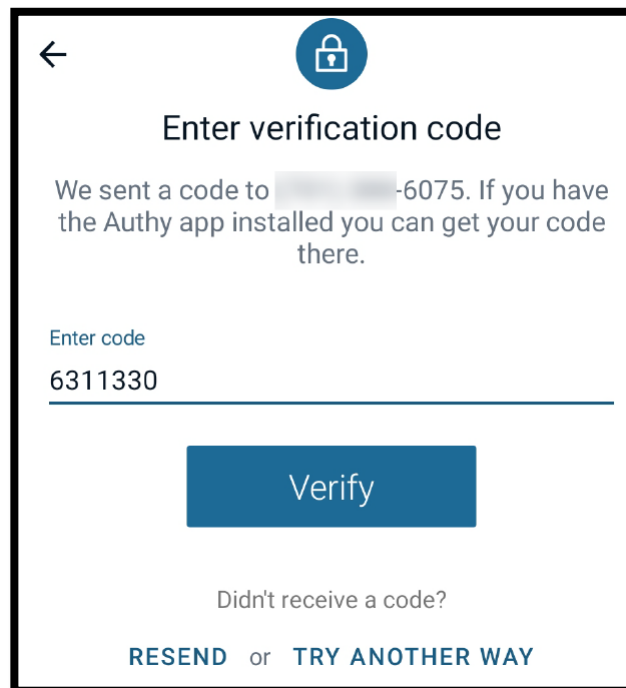
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US/Canada


Next

Message and data rates may apply.

4. A verification code will automatically be sent via text to the phone number provided. Enter the verification code on the screen shown below. Once you enter the code, the “Verify” button becomes active and you would select it to continue with the verification process. If you didn’t receive the code or want to receive the verification code by a method other than text, click the “Try another way” link to receive an automated phone call or app to download.



←



## Enter verification code

We sent a code to [REDACTED]-6075. If you have the Authy app installed you can get your code there.

Enter code

6311330

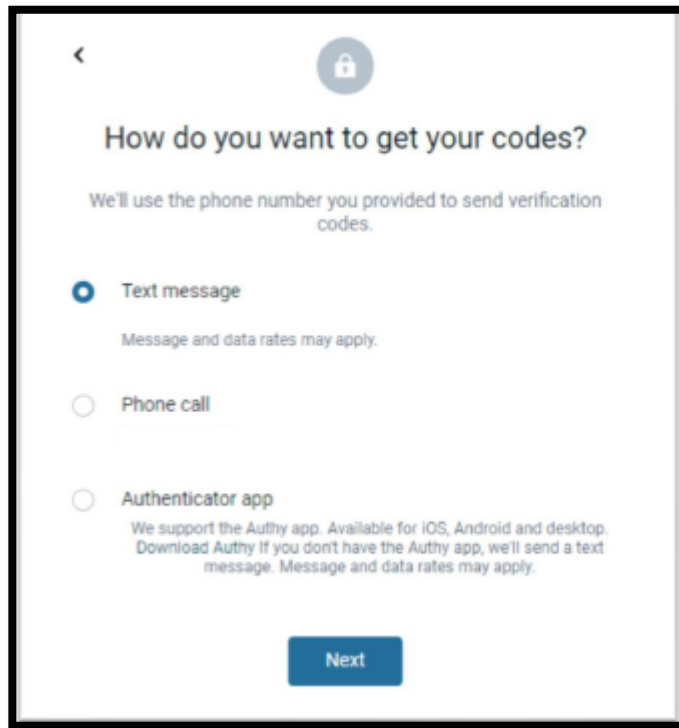
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Verify

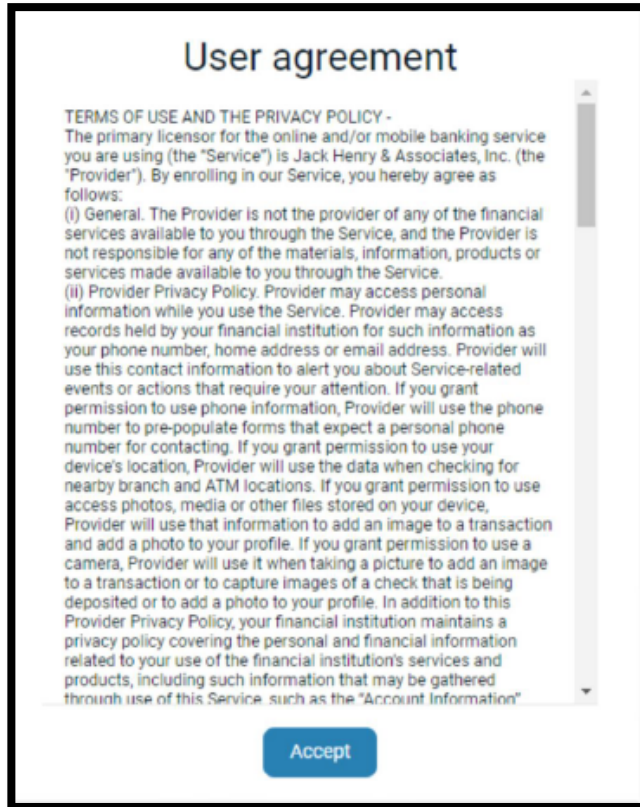
Didn't receive a code?

RESEND or TRY ANOTHER WAY

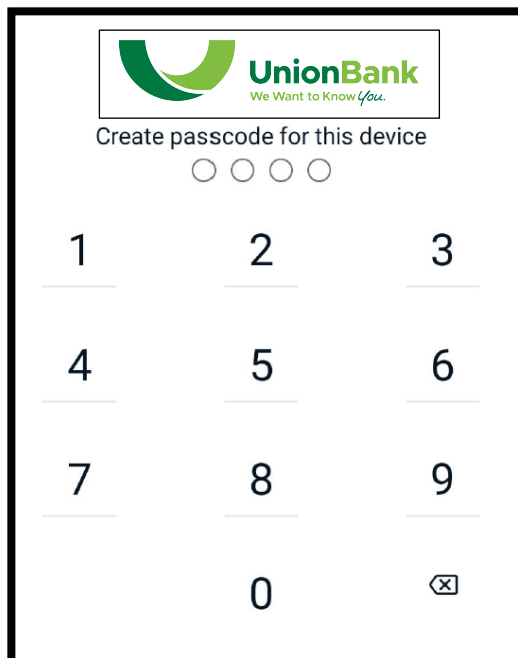
If you select “Try another way” the following screen will appear.



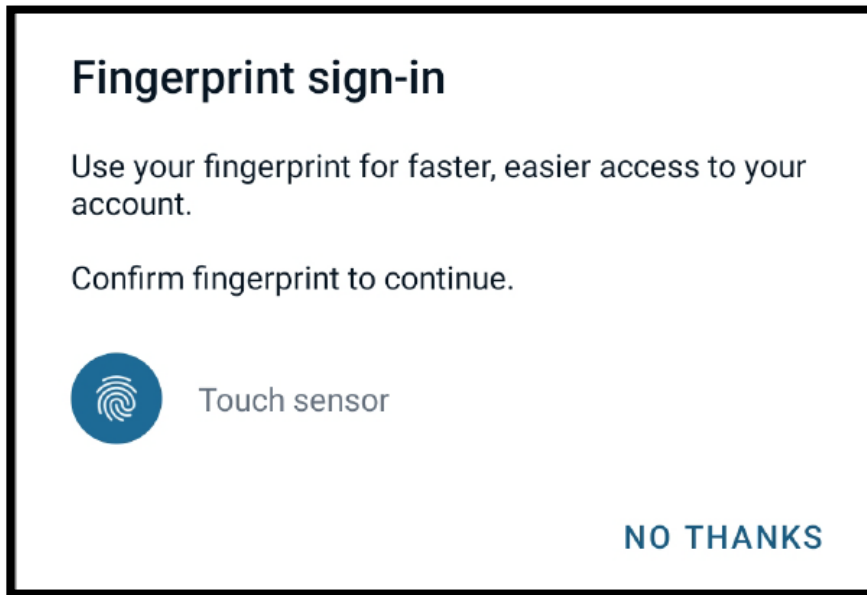
5. Next, you will be prompted to accept the Bank’s online and mobile banking terms and conditions. You can use the scrolling bar on the right-hand side to read through the agreement before clicking on the “Accept” button.



6. You will now be asked to create a 4-digit passcode to use with this device. Select the 4-digit code.



7. If you want to use a fingerprint to sign-in, follow the prompts to provide your fingerprint for sign-on or click the “No Thanks” button to continue.



8. You will now access your mobile banking account. To get to the menu of options, select the “three bar” image in the top, right-hand corner of the screen: 