



**WYOMING  
COMMUNITY  
BANK**

**20**  
*celebrating*  
**YEARS**  
1999-2019

**YOUR LOCALLY OWNED COMMUNITY BANK | OCTOBER 2019**

## Online & Mobile Banking Upgrades

We are upgrading our online and mobile banking systems beginning October 10th through October 14th. Our online and mobile banking systems **will be unavailable during** that time.

### After October 14th follow these steps to access your account(s):

1. Go to [banking.wyocb.com](http://banking.wyocb.com) OR download our new mobile banking app by searching for Wyoming Community Bank in the iTunes App Store or Google Play.
2. Enter your current username. Your password will be the last four digits of your social security number.
3. Enroll in Two-Factor Authentication (2FA) with your email and phone number.
4. Receive your 2FA Code via text or automated phone call and input Code to authenticate your information (first-time login only)



**CRITICAL  
INFORMATION:  
PLEASE READ**

5. Agree to the End User License Agreement

If you're using the mobile banking app, please follow this last step for your convenience:

6. **MOBILE USERS ONLY:** you can now set up a four-digit PIN to be used in place of username and password for future logins, and/or enable biometric logins if supported by your device

**Welcome to your new Online Banking!**

## Debit Cards - Updated Fraud Center

Along with updates to our online and mobile banking systems, we will now have a new US –based fraud department working for you!

If we detect potentially fraudulent activity with your debit card, you will be contacted via text, phone call, and/or email.

Since scams happen regularly, we want you to know the phone numbers that will be used to contact you if we detect fraudulent activity. Be aware that these numbers may show up in Caller ID as "Unknown". Please save these numbers in your phone as "WCB Fraud Center" so that you are assured they are legitimate.

*(Continued on page 2)*

## Dates & Items to Remember

As with any upgrade, there is a transition period that must take place. We are working hard to make this upgrade as smooth as possible for you. However, our systems will be unavailable for a few days.

**October 10, 2019 through October 14, 2019 our online, mobile, and telephone banking systems will be unavailable.**

During this time, your debit cards will continue to work. If you have set up custom limits for your debit card, those limits will revert to the default setting while our systems are being upgraded.

Our lobby and drive-up will be closed for the weekend of October 12-13 and Columbus Day on October 14, but we will be here to assist you and answer any questions you may have during the upgrade process. Please call 307-857-9000 if you need assistance.



(Fraud Center Information continued...)

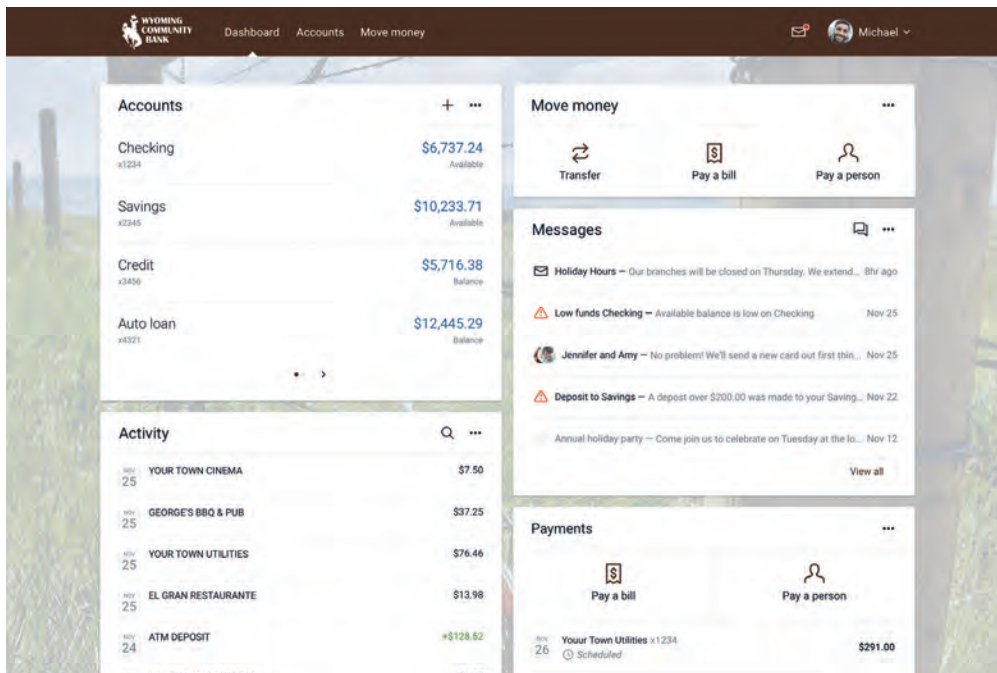
Text alerts (SMS) will come from **96923**. Texts may arrive 24/7

Phone calls will originate from **800-237-8990**. Calls will only occur between 8AM and 9PM

Again, **please save these numbers** so you can easily identify when our fraud department is trying to contact you. Your debit card may stop working if the fraud department is unable to communicate with you in a timely manner. This is for your protection.

**If you receive a text alert from our fraud department, you will be asked to call 855-293-2456** to verify recent debit card transactions. Please call this number as soon as possible. Failure to communicate in a timely manner may cause your debit card to stop working.

All telephone operators who assist you will now be based in the United States. As always, you are welcome to visit any of our locations and work directly with us regarding any suspected fraudulent activity in your account(s).



## Telephone Banking Updates

If you use our Telephone Banking system, please be aware that this system will be unavailable from October 10th to October 14th.

After October 14th, the upgraded system will require you to re-register. You will hear:

“Welcome to Wyoming Community Bank’s 24- hour voice banking. Please listen carefully as our menu options have changed. You can use speech recognition at any time by pressing eight - star.”

Then your Menu Options will play. Once you select an option, you will be prompted to input your account number and your full social security number. The system will then prompt you to enter a new 6 to 8-digit PIN. We strongly suggest you do not use a portion of your social security or account number as your PIN.

Once you have completed this step, you will have access to your account(s) and all of the options our Telephone Banking system offers.

After you’ve registered, future calls to the Telephone Banking system will prompt you to enter your account number and PIN.

**www.wyocb.com**

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**Lander** 685 Main St. • Lander, WY 82520 • 307-335-7233

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