



### EBANC SERVICES:

- Review your balances and transactions.
- View eStatement, eBill and eNotices.
- Express Transfer between your Crossbridge accounts immediately.
- Make Crossbridge loan payments.

### FIRST TIME EBANC USERS:

For your security and protection, a simple call to Crossbridge Community Bank will enroll you in eBanc.

Go to our home page at [www.Crossbridge.bank](http://www.Crossbridge.bank)

- Click on the "Login" button on the top right side of the page and then click on "Enroll".
- Enter your 10-digit account number in the account number box.
- Enter your Social Security Number.
- In the PIN box enter the PIN provided to you by a Universal Banker when you when you enrolled.

### Enrollment Tips:

- Usernames are between 6 and 19 characters long (you can use both alpha and numeric characters)
- Passwords are between 9 and 17 characters in length; (**must** include alpha, numeric character & symbol combination)
- Both Usernames and Passwords are case sensitive

### eBanc Basics:

- Transfers initiated before 6:00 PM will post the same business day.
- Transfers after 6:00 PM will post the next business day.
- Your eBanc password will expire every 90 days and you will be prompted to change it.
- Your eBanc record will automatically delete after 560 days of non-use.
- You will have 3 attempts to enter the correct password.

Forgot Your Password? Click the password link. You will need to enter your Username, the Last 4-digits of Tax ID Number (which is your Social Security number) and your email address associated with your eBanc enrollment. If you do not receive the email, please contact Crossbridge.

*eBanc is a product designed for use on a web browser and may not work properly on mobile devices. Please download our mobile app for mobile responsiveness.*



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**CROSSBRIDGE.BANK**

877.822.7552

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## eBanc Security with MFA

*The Internet offers the potential for safe, convenient ways to conduct banking business, any place, any time.*

*The security of your private information is important to us. To enhance your online security, eBanc features another layer of security commonly referred to as Multifactor Authentication or MFA.*

*MFA provides additional enhancements to eBanc. The product we have chosen is easy to use and works on your home computer and computers you access away from home.*

*MFA enhances security by adding an additional layer to the log in authentication process. In addition to your Access ID and Password, you should verify the URL address bar is green and that you have a green padlock with UFS, LLC listed. For unregistered computers (generally those used away from home) you must also correctly answer a challenge question.*

*MFA is just one example of our efforts to protect your private information; however, the most important tool in protecting your personal information is you!*

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### Where To Find Us:

#### Tomahawk Location

15 E. Wisconsin Ave., P.O. Box 159  
Tomahawk, WI 54487  
Phone. 715.453.2144  
Toll Free 1.877.822.7552

#### Merrill Location

907 East Main Street  
Merrill, WI 54452  
Phone: 715.536.7133  
Toll Free 1.877.822.7552

### Lobby Hours

Monday - Friday 8:30AM - 4:30PM Saturday By-Appointment-Only

### Drive-up Hours

Monday - Friday 7:30AM - 5:30PM Saturday 7:30 AM - 12:00 PM



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