

Private, Safe, Secure

We've added extra security to online banking.



Glance Bay Central Credit Union takes the safety and security of your personal information very seriously. That's why we're proud to offer our members a full suite of unique security features that help keep your money safe, with no interruptions to your online banking.

New Security Measures

We have added another layer of protection to online banking to help ensure your information remains safe.

What is two step verification?

Two step verification (2SV) is a security technology that protects your account beyond the username and password. It requires two methods to verify a user's identity to gain access to online banking.

Changes to your banking login

With this added layer of security, your online banking login requires a verification code with each login that will be sent to your phone or email.

What does this mean for you?

When you log in to online banking, you will be prompted to enter the verification code sent to your email or cell number. The verification screen will tell you whether the code has been sent to your email or cell phone. Once you enter the code, you will be brought into your online banking system.

Having issues logging in?

Reach out and we will be happy to help. 902-849-7512

How else can you keep your account secure?

You can put several features in place to add another layer of security to your account.

Online Banking Alerts

By setting up online banking alerts, you will receive automatic alerts by text or email when certain activities are recorded on your account. This will ensure you are the first to know if any suspicious activity or transactions occur.

AutoDeposit for e-transfers

Register for AutoDeposit. This will make sending money on the e-transfer service more secure as any transactions flagged for auto-deposit will be automatically deposited without requiring additional security questions.

Lock'N'Block

If you misplaced your debit card, you can lock it temporarily rather than cancelling the card.

Lock'N'Block is a mobile card lock service that allows you to lock your credit union debit card or block transactions by using the mobile app, mobile web, or online banking. Lock'N'Block makes it easier and faster for you to protect your accounts, as you will no longer have to call your branch to lock your credit union debit card if it's lost or stolen.

FAQ

I tried to access my online banking but it's asking me to take another step. Is there a problem with my account?

There is no problem with your account. We have introduced an enhancement to our log-in process, called multi-factor authentication as an added level of security to all member accounts.

What do I have to do to access my account?

Log into online banking as you normally do. A message will pop up that indicates a code was sent to your email or mobile phone, and you will enter this code in the message box in online banking.

Why do I have to enter a code every time I log in?

We care very much about your personal information and account safety. By adding this extra step, we are adding another layer of protection.