

## Enhanced Member Experience Initiatives to be Launched in 2021

FHLBank Pittsburgh has been taking steps to improve the way that our members do business with us and to enhance our online user experience. These changes, heavily influenced by member feedback, will be implemented throughout 2021 and will make it easier to manage your FHLBank products and services, execute transactions and access important information.

Some changes you will see in the coming months include:

- **A simplified signature card process** for authorized user access to all FHLBank products and services (coming 1Q 2021).
- **A new secure online banking website and application portal** (launching 1Q through 2Q 2021). This will include a new online banking website – which replaces the current Bank4Banks® – to manage FHLBank transactions, such as advances, letters of credit and safekeeping. From the new application portal, AHP Online and FFD Online users will be directed to their respective applications, which have not changed. Features of the new application portal and online banking website include:
  - Support of multiple web browser types and devices, such as tablets and phones
  - Simplified transaction requests and processes
  - Enhanced reporting and data-management capabilities
- **A flexible, multi-factor authentication security process** that will replace hard tokens with push notifications for registered devices (rolling out to users 1Q through 3Q 2021).

Please be on the lookout for additional communications in the coming weeks and months, as we send more details to specific user groups on what members and users need to do to prepare for these changes. We will identify items that require your prompt attention by noting “**Action Required**” in the email subject line. We will also continue to communicate key dates and milestones to ensure a smooth transition process.

For any initial questions, please contact your Business Development Manager, or call FHLBank at 800-288-3400, option 2.

*“Bank4Banks” is a registered trademark of the Federal Home Loan Bank of Pittsburgh.*