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## **It's Me 247 Online Banking Access to Change in Oct.**

**Grand Rapids, MI – August 18<sup>th</sup>, 2010**

CU\*Answers, a 100% credit union-owned provider of data processing services, has announced it will be implementing changes to **It's Me 247**, and will no longer support access to the online banking platform via IE5 or IE6.

According to the CUSO, this decision was made due to the rapidly changing needs of the Internet, and Microsoft ending mainstream support for these versions, including the implementation of important security updates for these outdated browsers.

CU\*Answers has said that effective Monday, October 4, these browsers will no longer be supported.

A series of recommendations have been made which stress the importance of credit unions communicating this change and alternative solutions available to their members (updating their browser to a supported version or downloading another supported browser such as Safari, Firefox, or Google Chrome). Additionally, the CUSO has offered to assist by either sending an electronic message (email/online banking) via Member Connect, a service provided by the Xtend CUSO, as well as placing an article on the Online Banking Community (OBC) page that members see when they login.

The CUSO says that **It's Me 247** already presents a message every time a member logs on with an out of date browser that encourages them to upgrade, and that the Online Banking Use Agreement presented to members states, "Your computer must have installed browser software which utilizes appropriate security protections."

For more information about the sunset for IE5 and IE6 Access to **It's Me 247**, view the Client News & Updates page at <http://www.cuanswers.com/client.php>.

News Release...

## **About CU\*Answers**

CU\*Answers was founded 40 years ago and is a 100% Credit Union owned CUSO located in Grand Rapids, Michigan. CU\*Answers offers a wide variety of services for credit unions including its flagship CU\*BASE Processing System in both an Online (ASP) and In-house environment, Electronic Check Processing, and a wide variety of Self-Service products featured by **It's Me 247** Online Banking, and newly offered Mobile Banking. CU\*Answers provides combined services to 165 credit unions nationally representing nearly 1.5 million members and \$10 billion in credit union assets. For more information about how "We Make Credit Unions Go" please visit CU\*Answers at [www.cuanswers.com](http://www.cuanswers.com).

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