



Self-Serve Reset PAC

Spend less time managing manual processes and more time delivering exceptional service with Self-serve Reset PAC. A secure, automated solution, it allows your customers to reset their PAC themselves without visiting a branch or contacting your contact center. So you can refocus your team's time on more meaningful support activities. Self-serve Reset PAC is available for both Forge and MemberDirect.

PREREQUISITE!

You must have 2-Step Verification in place in order to implement Self-serve Reset PAC

How it works

1. User clicks the password reset link on the online banking login page.
2. Enters:
 - PAN or branch and account number
 - Last 3 digits of their SIN or their DOB.
3. Gets a verification code via phone or email to confirm their identity.
4. If successful, user is then prompted to enter a new password.

REINFORCE YOUR CYBER SECURITY EVEN FURTHER

Want even stronger protection for your customers' financial data?

Ask your Central 1 Relationship Manager about:

- **Weak PAC Detection**
- **Weak PAC Reporting**
- **Extended PAC**
- **Strong PAC**

Accelerated service

No need for customers to come to you when they forget their PAC. They can easily verify their identity and reset it themselves using your secure online tool. As a result, you reduce call volumes and branch traffic, so customers with other urgent requests can access support sooner.

Mobile friendly

Don't limit your customers to desktop access. A mobile friendly solution, Self-Serve Reset PAC offers them the convenience of changing their PAC any time they need to – be that on the go or from the comfort of their home.

Built-in fraud detection

Your customers' digital security is the number one priority. Integrating RSA's risk engine, Self-Serve Reset PAC can use risk scores to block or report any suspicious activity it detects. This means you can rest easy, knowing your customers are protected without the need to scale up your fraud prevention team.

Cutting-edge ID verification

Benefit from an extra layer of online banking security via 2-Step Verification. The latest in increased authentication technology, it requires customers to enter an SMS or email verification code to confirm their identity before a PAC reset. That way your customer accounts and your peace of mind are secured against the latest fraud attacks.

More Information

Contact your Central 1 Relationship Manager at: relationshipmanagement@central1.com

Order Today

To get started today, place your request with Service Now.

Support

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