

# Family First Credit Union

## Risk Assessment for Telephone Banking

Family First Credit Union does not offer Multi-Factor Authentication for the telephone banking transactions made by the members at this time. This service is not currently offered through our data systems (Galaxy Plus and Televoice).

Galaxy Plus and Televoice are currently working to produce a product of Multi-factor Authentication for Telephone Banking. As soon as the product is ready the credit union will have the option to purchase it.

Family First Credit Unions current telephone banking system does not allow transactions or transfers across member numbers. A member can only transfer within their own (individual) accounts.

Family First Credit Union is confident the current telephone banking system is secure for its members.