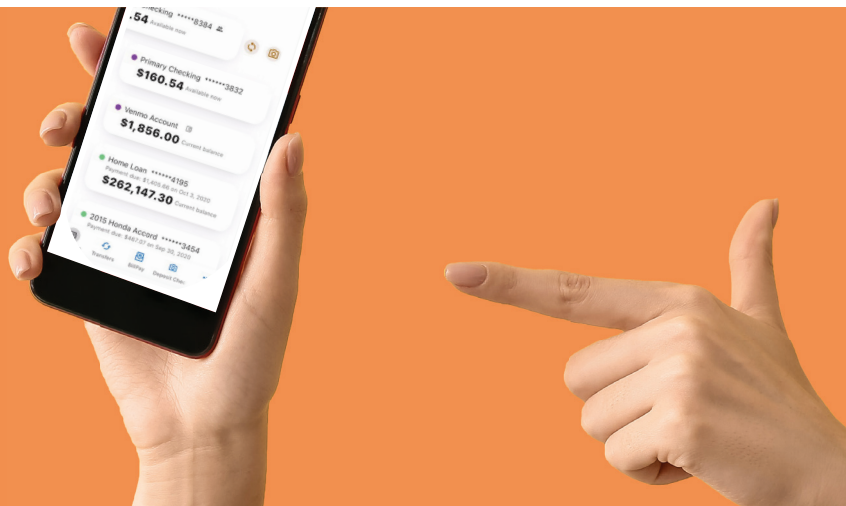


# Scheduled Maintenance Update



As part of our constant effort to ensure our members bank safe, sound and secure.

We're updating the URL for Charter Oak **ONLINE BANKING LOG IN ONLY**. All online banking features and benefits will remain the same.

## Things to know.

### **This change will go into effect on 7/24/2024:**

- This does NOT affect charteroak.org.
- The app will look and function the same.
- If you have the online banking URL bookmarked or saved as a favorite, you will need to replace it with the new url: [olb.mycharteroak.online](https://olb.mycharteroak.online)

### **Required Mobile App update on all devices:**

- All members will be required to update the mobile app.
- If you have auto-updates turned off, you will need to manually update the app on your device(s). Please check your settings on your device(s).
- You may be logged out on all devices and required to log back in.

### **How do I know if this message is real?**

If you have any questions about the legitimacy of this message, please:

- Call our Contact Center at 860-446-8085.
- Email [contactcenter@cofcu.com](mailto:contactcenter@cofcu.com).
- Send a secured message via Online Banking.
- Visit a branch and they will assist you with any questions as well.