TreasuryConnect Secure ID Questions and Answers

Why do we need to use a Secure ID token?
Eastern Bank implemented an RSA SecurID token solution in order to comply with the Federal Financial Institutions Examination Council (FFIEC) guidance. This solution provides you with an extra layer of security to protect your information.

***The RSA SecurID token resembles a thick plastic key with a digital number display.

What is the passcode structure of the RSA SecurID?
The passcode will be comprised of a PIN that you select; this is an 8 digit alpha numeric PIN, and the code displayed on the RSA token, which is 6 digits. The RSA token code changes every 60 seconds.

What if I need help with setting up my PIN or what if I forget it?
You can call 1-800-333-8000 between the hours of 8:00AM to 6:00PM Monday through Friday and a representative from our Business Banking group will assist you with the process.

Why do I need to validate and keep my email address updated?
The secure ID system and the password reset function on TreasuryConnect require first and last name and an email address for the user.

If I am the administrator how can I update my email address?
You need to complete an Administrator contact information form that can be found online at https://www.easternbank.com/clientcenter/tclibrary.html. This form can be faxed to the bank using the phone number indicated on the form.

Can a user have more than one RSA token?
No, the bank will only distribute one token per user.

Can a token be shared?
No, tokens cannot be shared. They are assigned to each individual user.

Is there a cost for the tokens?
No, for the initial token there will not be a charge.

What if a user loses the token?
If someone loses the token or it is broken, there will be a replacement cost of $55.00. The token replacement form is located online at https://www.easternbank.com/clientcenter/tclibrary.htm.

What if the token stops functioning?
If the token stops functioning through no fault of the user, it will be replaced at no cost. You will need to fill out the token replacement form located online and return the token to the bank. The Administrator can contact the bank at 1-800-333-8000 for instructions on where to mail the defective token.

What if a user leaves the company?
The Administrator needs to notify the Bank immediately by calling 1-800-333-8000 so that the token can be disabled. If you want to reassign this token to another employee, you can do so by completing the Secure ID form located online at https://www.easternbank.com/clientcenter/tclibrary.html and fax it to the number listed at the top of the form.

What if a user changes their name?
You can submit the User Secure ID form found on the internet to have the name changed. The bank needs accurate records of all users that have access to the system and the form must be authorized by the Administrator.