



## **Customer Connect and Multi Bill Payments**

NBU has been in the process of testing and implementing a new payment platform called Customer Connect. This new platform is expected to offer customers even greater convenience for payments and account access when it is fully implemented. Our plan was to test the processes thoroughly, identify any issues, resolve those issues, and then roll it out to our customers.

### **HOWEVER...**

While we were in the process of testing the new Customer Connect system, a security audit revealed a potential for breaching the e-Care system that was in use at the time. The recommendation was made to make an immediate transition to the Customer Connect system. The Customer Connect system, while not able to accommodate multiple payments, is the most secure payment platform that we have implemented to date. It eliminated the potential for a breach that existed with e-Care.

**Convenience for our customers is a major focus for us and we apologize that this is not the case right now.** We recognize that making the immediate switch to Customer Connect means that the convenience of multiple bill pay would be temporarily unavailable. That is a situation we have been working very hard to correct with the new Customer Connect payment platform and we expect to have it resolved in the near future.

The absence of multi bill payment capabilities for Customer Connect came to light during our testing phase. Originally we anticipated having it resolved prior to rolling out the new Customer Connect system, but eliminating the potential for your information or that of our other customers to be accessed by someone was a much more critical factor. Therefore, the decision was made to move to Customer Connect before the ability to make multi bill payments was operational.

By being proactive in this manner, we prevented any possibility of security breaches taking place through e-Care. **No customer information was compromised on the e-Care payment platform.**

We appreciate your understanding of the reasons we made the choice to transition to Customer Connect before the multi bill payment option had been resolved. We will be personally assisting customers with multi bill payments for the next several weeks. **Please call our Multi Bill Payment Hotline at 830-608-8992 or email [Multi\\_Bill\\_Payment@nbutexas.com](mailto:Multi_Bill_Payment@nbutexas.com) and a representative will be happy to work with you to complete your payment transaction.** Thank you!