



Digital Banking upgrade coming August 22, 2023

FAQs to help guide you through the upgrade process

Why are you upgrading Online Banking and Mobile Banking?

We're committed to providing technology to help our members better manage their finances. This upgrade will modernize your Digital Banking experience. Switching between devices will be seamless and provide you with a much better interface that is faster, simpler, and easier to use.

When will the upgrade take place?

On August 22, the current Online Banking and Mobile Banking platforms will roll into the same, seamless Digital Banking experience— with all the features you would expect to have in both!

Will I have to enroll in the new Digital Banking Platform?

Yes. After the upgrade on August 22, it will be necessary for you to re-enroll. You can enroll either from our website **communitycreditunion.com** or by downloading the new Mobile Banking app.

Note: The current mobile banking app will not function after the upgrade on August 22.

What will I need to re-enroll in the new platform?

- Social Security Number (SSN)
- Date of Birth
- Account Number – your account number appears on your statement
- Current email address we have on file for you

Note: Each member re-enrolling must have a unique and valid email address on file.

Where do I find my account/member number for the re-enrollment process?

Your account number is located at the top of your statements. You can also find it on your member ID card that was provided when you became a member.

Can I use my current username and password when I re-enroll in the new platform?

Yes. During enrollment, you can reuse the same username and password that you were using before as long as your password meets the criteria.

Will the Mobile Banking app change?

Yes. It will be necessary for you to download the latest version of the Community CU mobile app. The current version will no longer function on or after August 22. Please download the latest version of our mobile app "Community CU Mobile" to your phone or mobile device from the App Store® or Google Play.™



Can I re-enroll using just the new Mobile Banking App?

Yes. One of the great new features is the ability to register using Mobile Banking. It is no longer necessary to enroll in Online Banking first. The enrollment process is the same on a mobile device as it is on a laptop or desktop. Your new username and password will be the same for both.

Will I still be able to access my eStatements in Online Banking?

Yes. If you are currently enrolled in eStatements, 18 months' worth of statements are expected to carry over to the new platform.

Will my Online Banking/Mobile Banking transaction history carry over?

Yes. 180 days' worth of transaction history is expected to carry over.

Will Bill Pay change?

If you currently use Bill Pay, all account information will carry over. We plan for a seamless transition.

If I am the joint owner on an account, will I now need my own username and password?

Yes. If you are on an account here, please enroll with your Social Security number, DOB, account number and email to create your own username and password. All the accounts to which you have access will automatically appear in your list of accounts. We discourage sharing your login information with anyone else. Please remember to update your email and phone number with us before the upgrade.

How do I enroll my Business Account?

During enrollment, look for the option "Which type of account would you like to access online?" and select Business. Have your business EIN or TIN and account number on hand to complete your enrollment.

PLEASE NOTE: During this transition, you will NEVER be asked for your debit card number or your PayPal account information. If you receive such a request, DO NOT respond and contact us immediately.

QUESTIONS? Call us at 207.783.2096 or stop by the branch for help.