

MEMBER RESOURCE GUIDE

Interruption of services
Jan. 31 - Feb. 1



ONLINE BANKING

Starting Feb. 2nd, enroll in our new online banking service by visiting our website at www.ffcuga.org and following the on-screen prompts. Prior to creating a new user ID and password, you will be asked for:

- Your member number.
- Primary account holder's social security number.
- Email Address
- Date of birth

TAKE ACTION: Enroll in online banking or mobile banking to setup eAlerts in the new system.

New features include:

- Joint owners now have individual access to Online Banking (contact FFCU for more information).
- You can have access to view other FFCU accounts you are associated with.
- Enrollment in eNotices.

Transaction History:

Your transaction history prior to Feb. 1st will only be available online by enrolling in our FREE eStatement service (by enrolling, you will have access to the last 6 months).

Money Desktop:

No changes or action required.



BILL PAY

Starting Feb. 2nd, enroll in our new Bill Pay service, which will be available within online banking.

Features include:

- Access within online banking and mobile banking.
- New eBill Pay (giving you the ability to view your bill with ease wherever you go for participating companies).

PLAN AHEAD: Current bill pay users will receive a letter with important information about what can be done before and during our conversion to ensure bills are paid on time.

IMPORTANT INFORMATION FOR EXISTING BILL PAY USERS:

- Payee information will not transfer from the old bill pay service and must be re-established to ensure vendor information is up-to-date and accurate.
- You will not be able to add, delete, modify, or schedule payments during the conversion.
- Payments scheduled to be sent before Jan. 25th will be processed as normal.
- Any payments scheduled to be sent after Jan. 25th from the old system will NOT be processed (includes reoccurring payments previously authorized).



MOBILE BANKING

Our new Mobile Banking app will be available for download starting Feb. 2nd from the Apple App Store or Google Play. (Don't forget to delete the old FFCU mobile banking app.)

GOOD TO KNOW: You no longer need to enroll in Online Banking first to access Mobile Banking starting Feb. 2nd.

New features will be available with this FREE service, including:

- New options for log-in include touch ID or facial recognition.
- New Bill Pay service, includes eBill Pay.
- eStatements and check images.
- Person-to-Person (P2P) Payments.

Starting Friday, Feb. 2nd, re-enroll in our FREE **eStatement** service through our new online banking or mobile banking app.

- When you enroll, you will have access to the last 6 months of eStatements.
- Paper statements will be sent to all members until eStatements are established in the new system.

IMPORTANT: Mobile Banking will not be available beginning Wednesday, Jan. 31st at 7pm, through Thursday, Feb. 1st.

REMOTE CHECK DEPOSIT

IMPORTANT: Remote Check Deposit will not be available beginning Wed., Jan. 31st at 4pm through Thursday, Feb. 1st.

Once you enroll in Mobile Banking, you will be able to access our new Remote Check Deposit system, which allows you to deposit checks by taking a picture on your mobile device.



TAKE ACTION: During the conversion, you can leave your deposits in our night depository box. Deposits will be processed on Friday, Feb. 2nd.

Better TECHNOLOGY
Better SERVICES
Advanced SECURITY
Robust APP
More EFFICIENCIES

For more information about our software upgrade, visit www.ffcuga.org/softwareupgrade

DEBIT CARDS



Starting Wednesday, Jan. 31st through Thursday, Feb. 1st our Debit cards will have the following limits:

- Debit card purchase limit – \$700 per day.
- ATM withdrawal limit – \$400 per day.

Direct Deposit/Automatic Payments

IMPORTANT: Direct Deposits due to post on Thursday, Feb. 1st will post as normal. Refer to your paycheck stub for your deposit amount. During the conversion, use your Debit card to access your funds. (The lower limits listed above).

- You do not need to make any changes with your employer and your Direct Deposit will continue as normal.
- Any Direct Deposit allocations currently setup to transfer to other FFCU accounts will continue with the new system.
- Automatic payments will be processed after the close of business day on the Jan. 31st.



Starting Friday, Feb. 2nd, our Express Line Teller or Phone Banking number will be (404)768-3459. You will be prompted for the following information:

- Your account number.
- Other identifying information.
- Establish a secret PIN for future access.

Internal FFCU Transfers

- Once the conversion is complete, internal transfers from you FFCU account will be processed reflecting their normal posting date.
- All internal transfers previously established will transfer over to our new system.

Dividends

- Accounts receiving quarterly dividends will receive a partial posting on Wednesday, Jan. 31st and a final posting on Sunday, March 31st.
- Accounts receiving monthly dividends will post as normal.