



Phase II FAQs – Former MACCU Members

What's New or Updated?

- **New and improved Online & Mobile Banking – More streamlined for a better user experience.**
- **Online Account Opening and Loan Applications for existing members – once securely logged in, the system will now pre-fill your personal information for a quick and easy process.**
- **Set alert notifications within online banking and the mobile app such as a low balance or transaction amount alerts.**
- **You will now be able to enroll for online banking from your mobile device.**
- **The Mobile app allows you to view a quick balance securely, without logging in.**
- **The Mobile app will include bill pay as well as facial/fingerprint recognition depending on your device.**
- **E-notifications allow you to receive notices electronically that are normally mailed. (ex. Loan Bills, CD Renewals)**
- **Enhanced Telephone Banking System.**
- **Automation and integration at our teller line will allow our staff more time to work directly with you!**

Will my account numbers change?

Your account numbers will be changing. Your existing MACCU member number with a slight variation, will become your Primary Savings Account Number. We will add two zeros to your current member number.

For your checking account, we will add a 50 to your current member number.

Your account numbers associated with additional products such as share certificates, loans and money market accounts will undergo a change during the upgrade. These accounts will have their own unique account number for each product.

While there will be a change to account numbers, all accounts will be accessible using your social security number.

If you previously set up direct deposit or bill payments using your existing account number(s) no changes are needed – we've taken care of that for you.

Please refer to your statements or online bank account to see a full list of accounts you currently have open **after** the system upgrade.

Where do I find my new account numbers?

To determine your new account numbers **after** the system upgrade:

1. Log into our new online banking and click on an account from the accounts summary page.
2. On the account activity page, there is a menu option for more detail about specific accounts.
3. In the popup, click on 'show full account number' to see your new number.

Will my debit/credit cards still work?

Your credit card will work as normal. You will be receiving a new contactless debit card in mid-September. You will need to activate this new card on or after October 3rd. After this time, your old debit card will not work. Please do not destroy your old card until you are sure your new card is working.

Do I need new checks?

No, your current checks will work. When you reorder checks, your new checks will have our new name and logo on them and your new share draft/checking account number.

Will my direct deposit or withdrawal still happen as scheduled?

Yes. We will convert your old account number to your new number and these will continue to post automatically.

Are my online banking login and password going to change?

In some cases. If you currently use a UserName other than your account number, we will be able to bring that ID over to the new system as your new UserName if it meets the criteria of the new system: 6-26 characters: a-z, A-Z, 0-9. For security purposes, you will not be able to use your account/member number to log in. You can find/change your UserName within the current online banking platform now. You will also be able to pre-register prior to the upgrade. Instructions for this will be available on our website beginning September 1st.

What will happen with my online banking scheduled transfers?

The scheduled transfers you currently have set up in online banking will be set up for you in our new online banking system.

How will my bill pay work?

There will be no changes to bill pay.

Will I see my online banking history in the new online banking?

We will be converting over 16 months of transaction history.

Will my statements look different?

Yes, they will be more streamlined and user friendly but will contain all of the same account information.

How will the mobile banking app work?

We will have a new 802 Credit Union app that will be available after the upgrade and the old app will need to be deleted.

What is the schedule for the system upgrade and what services will be affected?

Our upgrade is scheduled for the weekend of September 30th thru October 2, 2022. Several services will be impacted during this time. Please see the Schedule of Availability on our website.

Who can I contact for more information?

If you have any questions as we go through this upgrade process, please feel free to contact us by calling your local branch.