



FAQs – Former VTVAFCU Members

What's New?

- **Apple and Google Pay**
- **Telephone Banking**
- **9 convenient locations in Vermont**
- **Contactless Debit Cards**
- **Saturday business hours**
- **Lower fees on multiple services**
- **ATM deposits**
- **Apply for a loan from within online banking**
- **Open additional accounts from within online banking**
- **External transfer options in online banking**
- **Bill Pay available on the 802CU mobile app**
- **Person-to-Person with Zelle**
- **Loan Bills**

Will my account numbers change?

They are changing slightly. We are able to use your current account number and suffix.

Example: If your checking account number is 123456-005, your new checking account number will be 123456005. If your share savings account is 123456-001, your new savings account number will be 123456001.

Will my debit/credit cards still work?

Your VISA credit card will still work as normal. Your VTVAFCU debit card will work through Sunday, October 1st. You will be receiving a new 802CU contactless debit card in mid-September. You will need to activate this new card on October 2nd. After this time, your VTVAFCU debit card will not work.

Do I need new checks?

No, your current checks will continue to work. When you need to reorder checks, you will receive checks with the 802CU logo and your new account number on them at that time.

Will my direct deposit or withdrawal still happen as scheduled?

Yes. We will convert your old account number to your slightly changed new number and these will continue to post automatically. We will send Notifications of Change directly to companies/employers to change your account information.

Are my online banking login and password going to change?

VTVAFCU Members will receive an email with instructions on this new process separately.

What will happen with my online banking scheduled transfers?

The scheduled transfers you currently have set up in online banking will need to be reset in our 802CU online banking system. This will be done by the member.

How will my bill pay work?

This will be a new bill pay product in the 802CU online banking platform and mobile app. You will need to go through the set up process as a new user. We will be reaching out separately to those of you that currently use bill pay to help you with this process.

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

Yes, we will be converting over 16 months of transaction history.

Will my eStatements carry over to the new system?

No. Because of the different formatting in our new online banking system, we are not able to carry over eStatements. We suggest that you download and/or print any old statements you wish to retain prior to our System Upgrade. We will always have a copy in our internal records if you need to reach out for historical eStatements. **When you enroll in 802CU online banking, you will be prompted to select the accounts you want to convert to eStatements.**

Will my statements look different?

Yes, they will transition to the 802CU statements.

How will the mobile banking app work?

We have the 802 Credit Union app that is available for you to download and use as of 10/02/2023.

Does 802CU offer telephone banking?

Yes, you can sign up as a new user for audio banking as of 10/02/2023. Call 800-610-3896 and follow the prompts to enroll. You will need to use your new account format when enrolling.

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

Our upgrade is scheduled for the weekend of 9/30/2023 thru 10/02/2023. 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 phone at the White River Junction office of 802CU at 802-295-7805, or email WR@802cu.com.

Will I now receive bills for my VTVAFCU Loans?

VTVAFCU members will now be receiving loan bills for all loans at 802CU.