

Frequently Asked Questions

Why do I have to do this?

In order to keep things up to date for you and provide the best experience possible we have updated our online banking platform.

How long will registering take?

The estimated time to register for your new account is 3 to 5 minutes.

Will E-Statements change?

No, you will still be able to view the E-Statements on accounts that you are primary on.

Is this going to mess up my mobile app?

No, your mobile app will function as previously.

Did my account get hacked?

No, we simply updated our online banking platform to provide a more user friendly experience.

What types of questions should I be prepared to answer?

Some questions are random such as what street did you grow up on, as a security question. Other questions might be what loan you have with the credit union.

Why do I need to use my Social Security Number?

For your safety and security this number is used to identify you and which accounts you have here at the credit union.

Why can't I see my loans?

You will only be able to view loans that you are on. For example loans will be visible if you are primary or joint on the loan, you will not see loans your savings account joint owner is primary on without you being joint on the loan.

Why can't I make a credit card payment?

You will only be able to make payments to a credit card that you are primary on.