



## NEW Digital Banking Frequently Asked Questions

### FAQs

**Q: Why did we update our home banking and mobile app?**

**A:** To become one Digital Banking Platform that offers a seamless experience whether you are on your home computer or your mobile device. Also our new Digital Banking Platform will allow us to continue to enhance and deliver state of the art features.

**Q: Will my username change?**

**A:** No

**Q: Will my password change?**

**A:** No

**Q: Will my Bill Pay change?**

**A:** We recently did a look and feel upgrade in September, however, nothing will change in regards to payees, history, scheduled payments, etc.

**Q: Will my e-alerts change?**

**A:** Yes. Your existing alerts will not carry over. The new Digital Banking Platform will offer additional and enhanced alerts. You can set up alerts under Settings and then choose Notifications.

**Q: Do I need to reinstall/update with a new app?**

**A:** Apple iPhone Users:

- If the device is set to automatically update the Alliance Catholic Credit Union app – you will not need to do anything.
- If the device is set to not automatically update the Alliance Catholic Credit Union app – you will need to go to the App Store, then choose the “Updates” tab at the bottom. Find the Alliance Catholic Credit Union app and click on “Update”.

**A:** Android Users:

- Yes. Uninstall the existing Alliance Catholic Credit Union App and then go to the Google Play Store. Search for Alliance Catholic Credit Union – download the new app.



**Q: Will I need to pick new security questions?**

**A:** No. Security question authentication will not be used in the new Digital Banking Platform, however, text and/or e-mail verification may be used to authenticate/verify your device.

**Q: What do I need to do to prepare?**

**A:** Visit your current online account(s) via our website (not mobile app) and verify that we have your correct contact information (located under Services/Update Contact Information). Or visit any one of our branch locations to verify and update your contact information.

**Q: Will my existing transfers carry over?**

**A:** Yes. Your existing transfers will continue to function as they always have.

**Next page:** NEW Digital Banking Features



## NEW Digital Banking Features

### **New Features**

**External Accounts** – You will now have the ability to add accounts from another institution. Giving you the ability to view Balances, Transactions, and Transfer Funds to/from those accounts. All through ACCU Digital Banking.

**Card Controls** – Allows you to control your debit card(s) wherever you are. This feature disables/enables your debit card in cases where you believe fraud may have occurred or you have lost/misplaced your card. Disabling will not allow transactions to authorize; enabling the card will allow transactions to begin again. You can also request to have the debit card limit increased to make a purchase above the current daily limit.

**Expanded search feature** – This feature has been updated to give you the experience to not only search by transaction amount or date but is opened to keyword searches.

**Enhanced Bill Pay with E-Bills** – An updated look to Bill Pay has created a dashboard with payees and the ability to send payments to all payees on one screen. Members can also request to have their payee statement converted to E-Bill. E-Bills allows you to import and view your actual statements from Payees, eliminating the need to access multiple Payee websites.

**Savings Goals** – Gives you the ability to set up goals to save towards. This feature keeps track of your goals and tracks progress to achieving success. Edit and update your goals easily and quickly.

**Budgets** – Create a personal budget(s) using your current account transaction history. Budget widget gives you the option to categorize transactions for tracking a personal budget. This feature allows you to use preloaded categories or you can create your own.

**Message Center** – Opens communication directly with Alliance Catholic Credit Union via direct messaging. You will receive a personalized response via your new digital banking account. You will receive a notification after logging in when you have a response.

**Intuit Integration with Quicken and Quickbooks** – Import your transactions and account data into Quicken and Quick Books.

**Open additional shares on your account** – Request to open additional share accounts via the new digital banking platform.

**Customize your Digital Banking Experience** – Our new theme widget allows you change your background and customize your display. You will have the option to color code your accounts and reorder/stack how your accounts are displayed. Members have the option to rearrange widgets based on preference.