

NEW **DIGITAL BANKING** EXPERIENCE

*Your guide for upcoming changes to
online banking and a new mobile app.*

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WE'RE BUILDING A NEW DIGITAL EXPERIENCE

We're excited to share the new Digital Banking experience that we're building for you. Once we've completed our work, you'll enjoy new features and functionality to help manage your money.

UPGRADED FEATURES & FUNCTIONALITY

- **New Look and Feel:** The fresh, modern design offers an enhanced experience that is the same whether you're using Digital Banking online or with the mobile app.
- **Personalized Dashboard:** With the new dashboard, you're in control. Set your profile picture, organize your accounts, display only what you need, and more.
- **Card Controls:** Control all your cards within one platform. View card activity, request and activate new cards, set alerts, turn cards on and off, set travel notifications, and more.
- **24/7 Alerts:** Set up alerts to receive notifications around the clock.
- **Goal Setting:** Set and track your savings goals to keep you on course for your next vacation, home upgrade, or another dream purchase.
- **Debit Card Payments:** Want to pay your credit union loans with a debit card from another financial institution? With this upgrade, you can!
- **Wires:** Move money easily with the ability to make domestic wire transfers from your phone or computer. New for consumers.
- **Bill Pay:** Bill Pay is a fast and convenient way to pay bills, and to schedule one-time or recurring payments online. Schedule your payments for the day they are due, and the new system will ensure they reach the payee on time, regardless of whether they are sent electronically or by check. New for businesses.

PREPARE FOR A SMOOTH TRANSITION

We have been working diligently so you can start using the new Digital Banking later this year. You can prepare yourself for a smooth transition by becoming acquainted with a few changes you can expect and some actions you can take once the upgrade is live.

NEXT STEPS: We will email you in the coming weeks to let you know when you can expect to see the new version of NEFCUOnline and with information on how to download the new mobile app. Below are important steps to take after we launch our new online and mobile banking. In the meantime, we recommend making sure that your phone and email are up to date, as this helps ensure that you'll be able to log into our new Digital Banking platform.

WHAT'S CHANGING	WHAT'S NEW	HOW TO PREPARE
Alerts and Controls	You will have to set up controls and alerts.	After the new platform goes live, you will need to set up controls and alerts for your accounts and cards. You will be able to choose how you receive alerts—whether by text, email, or via push notifications.
Quicken/QuickBooks	The method for transferring data from your Digital Banking accounts to Quicken/QuickBooks is changing.	You will need to deactivate the connection to Quicken/QuickBooks you previously established with your Digital Banking. Moving forward, to transfer data between your accounting software and Digital Banking, you will export the data from Digital Banking and upload it to Quicken/QuickBooks. Note that you should not create a new instance of your bank account(s) within Quicken/QuickBooks when you import transactions. Doing so will result in multiple accounts.
Zelle®	You will still be able to use Zelle® in the new Digital Banking environment. You will need to re-register and set up your contacts.	To continue using Zelle®, register within Digital Banking. You will need to verify your details, reschedule recurring transfers, and add trusted recipients.
Credit Card eStatements	You will need to re-enroll in eStatements.	In the new platform, find "Documents and Statements" in the menu, select "Credit Card Statements," and toggle eStatements to on.
eBills through Bill Pay	You will need to re-enroll in eBills to set up your automatic payments.	Look for the eBills icon next to potential payees within Bill Pay to see if you can set up automatic payments.
Personal Finance Management Tools	You will have to set up new personal finance management tools within Digital Banking.	To continue managing your personal finances within Digital Banking, set up your savings, budgeting, and other financial goals to track your spending and saving.
My Other Accounts (External Accounts)	Double check that your external accounts from other financial institutions transfer to the new system.	To confirm and manage your external accounts, go to "Make a Transfer" and then select "External Accounts."