

FAQs to help guide you through the upgrade process

DEFINITIONS

Online Banking

– banking accessed through the website at ucumaine.com

Mobile Banking

– banking accessed by smart phones or mobile devices like iPads through the UCU mobile banking app

Digital Banking

– combination of both Online Banking and Mobile Banking together as one experience

Why are you upgrading Online Banking and Mobile Banking?

We're committed to providing technology to help our members better manage their finances. This upgrade will modernize your Digital Banking experience. Switching between devices will be seamless and provide you with a much better interface that is faster, simpler, and easier to use.

When will the upgrade take place?

On September 7, the current Online Banking and Mobile Banking platforms will roll into the same, seamless Digital Banking Experience—with all the features you would expect to have in both!

Will I have to register in the new Digital Banking platform?

Yes, after the upgrade on September 7, it will be necessary for you to re-register. You can register either from our website at ucumaine.com, or by downloading the new Mobile Banking app.

Can I use my current username and password when I re-register in the new platform?

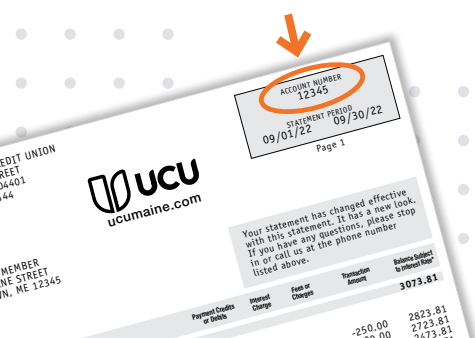
You can reuse the same username and password that you were using before (unless someone else is already using that username). Usernames and passwords will not be converted so it would be a matter of the username and password meeting criteria and not being used by anyone else.

What will I need to re-register in the new platform?

1. Social Security Number (SSN)
2. Date of Birth
3. Account Number – your account number appears on your statement
4. Access to your email address we have on file

Where do I find my account/member number for the re-registration process?

Your account number is located at the top of your statements.



Will the Mobile Banking app change?

Yes, it will be necessary for you to download the latest version of the UCU mobile app. The current version will no longer function on or after September 7.

Please download the latest version of the mobile app to your phone or mobile device from the App Store® or Google Play™.



Can I re-register using just the new Mobile Banking App?

Yes, one of the great new features is the ability to register using Mobile Banking. It is no longer necessary to register in Online Banking first. The registration process is the same on a mobile device as it is on a laptop or desktop. Your new username and password will be the same for both.

What if the one-time Mobile Banking registration PIN expires before I finish the registration process?

Login again to trigger a new PIN.

What happens to the Mobile Banking app if I get a new phone?

Once you download the UCU mobile app on the new device you will need to attempt to log in with your Username and Password. This will prompt the system to send a verification PIN. This one-time verification PIN will be emailed or texted to verify the user of the new device.

Will I still be able to access my eStatements in Online Banking?

If you are currently enrolled in eStatements, 18 months' worth of statements are expected to carry over to the new platform.

Will my Online Banking/Mobile Banking transaction history carry over?

Three months' worth of transaction history is expected to carry over. We recommend you print or download your transaction data prior to September 7, 2022.

Will Bill Pay Change?

If you currently use Bill Pay and are the primary account holder, all account information will carry over. We plan for a seamless transition.

Will I need a separate username and password for each account I am on?

No! After conversion to Digital Banking you will now be able to see all of your accounts under one login, and will not need a separate login for each account. Simply sign on and you will have access to all accounts your Social Security Number (SSN) or Employer Identification Number (EIN) are associated with.

Will primary and joint account owners need to share login credentials to access accounts?

No, if you are a joint owner you will need to register just like the primary owner and create your own username and password. Members should never share or request to share credentials. Joint owners will now have their own credentials and can access all of their accounts in one login!