

# Digital banking upgrade coming April 11, 2023

## FAQs to help guide you through the upgrade process



### Why are you upgrading Home 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 April 11, the current Home 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 enroll in the new Digital Banking Platform?

Yes. After the upgrade on April 11, it will be necessary for you to re-enroll. You can enroll either from our website at [www.frmcu.com](http://www.frmcu.com), or by downloading the new Mobile Banking app.

*Note: The current mobile banking app will not function after the upgrade on April 11.*

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

- Social Security Number (SSN)
- Date of Birth
- Account Number – your account number appears on your statement
- Current email address we have on file for you



### Where do I find my acct./member number for the re-enrollment process?

Your account number is located at the top of your statements. You can also find it on your member ID card that was provided when you became a member.

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

Yes. During enrollment, you can reuse the same Username and Password that you were using before as long as your password meets the criteria.

### Will the Mobile Banking app change?

Yes. It will be necessary for you to download the latest version of the Fall River Municipal CU mobile app. The current version will no longer function on or after April 11. 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-enroll 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 enroll in Home Banking first. The enrollment 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.

### QUESTIONS?

Call us at 508.678.9028 or stop by a branch for help.

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

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

### Will my Home Banking/Mobile Banking transaction history carry over?

Yes. 120 days' worth of transaction history is expected to carry over.

### 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.

### If I am the joint owner on an account, will I now need my own Username and Password?

Yes. If you are on an account here, please enroll with your social security number and account number to create your own Username and Password. All the accounts to which you have access will automatically appear in your list of accounts. We discourage sharing your login information with anyone else. Please remember to update your email and phone number with us before the upgrade.

### How do I enroll my Business Account?

During enrollment, look for the option "Are you enrolling a business account?" Have your business EIN or TIN and account number on hand to complete your enrollment.

**During this transition, you will NEVER be asked for your debit card number or your PayPal account information. If you receive such a request, DO NOT respond and contact us immediately.**



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