



Your Online Banking Experience is **Upgraded**

Home banking has recently taken on a whole new meaning—and we've improved your experience.

Access your accounts 24/7 with our NEW and IMPROVED online banking and mobile app. We hope you enjoy all we have to offer.



NEW FEATURES AND FUNCTIONALITY

- View a snapshot of your account information on your main page
- Transfer funds between your SCCCUC account
- Pay bills to different payees (any existing bills and payees will be converted)
- Place a stop payment on a check written from your SCCCUC checking account
- Transfer funds to an external financial institution
- Transfer funds to an existing SCCCUC member (requires the last name, account type, and member number of that member)
- Send a secure message to our contact center representatives
- Manage your cards at your convenience (you can shut down your card temporarily if you think you've lost it and turn it back on when you've found it, or call us to reissue a new one).
- View your e-Statements and download them at your convenience
- Reorder checks for your checking account
- Use a free budgeting tool to create and manage your household budget with the transaction information from your SCCCUC accounts
- Apply for a consumer loan and open a new account

Frequently Asked Questions



Q: When I enter my username and password I receive an error message. What do I need to do?

A: To verify your username, click on the “Forgot username” option. After a brief verification, your username will be displayed.

To verify your password, select the “Forgot password” option. After a brief verification, you will be asked to select a new password. Please know that you can always reset your password whenever you desire.

IMPORTANT: If you’re experiencing difficulty logging, clear the cache in your browser and then login.

Q: I already use online banking. Do I need to re-register?

A: There are a few options to consider: 1) If you currently use online banking but not mobile banking, you’ll be able to use your existing online banking credentials; 2) If you currently use mobile banking but not online banking, you’ll be able to use your mobile banking credentials; or 3) If you use both online and mobile banking, use your mobile banking credentials.

IMPORTANT: When you login for the first time after the upgrade, you’ll be prompted to enter an authentication code that will be sent to you via email or phone.

Q: Will I still be able to pay bills online?

A: Yes, online bill pay will function in the same way that current bill pay users expect.

Q: Will my scheduled bill payments carry over?

A: Yes. Any scheduled bills will be paid as scheduled and scheduled payments will carry over.

Q: Are my bill payment accounts being transferred automatically or do I need to set them up again?

A: Bill payment accounts will be automatically transferred and do not need to be set up again.

Q: Will bill payments be sent as checks or ACH?

A: Online bill pay will function in the same way that current bill pay users expect. Some bills will be paid via ACH and some via check, depending on what the company receiving your payment allows.

Q: Will I have to download a new mobile app?

A: Yes. New mobile apps will be available for download in the iOS App Store and Google Play on April 21.

Q: Will I be able to make loan payments from within online banking?

A: Yes. You will be able to easily transfer money from your SCCCUC savings or checking accounts to your SCCCUC loans.

Q: Will my account alerts remain the same?

A: You will need to reset any account alerts you currently have set up; however, you may find more alerts available to help you manage your accounts.

Q: Will my e-Statement history still be available?

A: Yes. You’ll have access to up to 13 months of past e-Statements.

Q: What web browsers are supported?

A: Google Chrome, Firefox, Safari and Microsoft Edge will support the new online banking platform, plus major mobile browsers.