



# Member Banno Conversion Quick Guide

## Important Dates

### Sunday, August 23, 2020

- Mobile Deposits (through the Mobile App) will be accepted until 12 p.m., Sunday, August 23.

### Monday, August 24, 2020

As we anticipate to receive many calls regarding the conversion at our Contact Center, please be patient with us and consider handling your transactions either prior to Friday, August 21 or use our automated Quick Teller at 760-352-1540, option 6.

- Beginning at 6 a.m., Online Banking and Mobile App, including the following online services: Bill Pay, eAlerts, and eStatements will be unavailable until 11 a.m. on Monday, August 24.
- Contact Center will be available an hour earlier at 8 a.m.
- The new Online Banking and Mobile App will be available by 11 a.m. Please remember to download the new Mobile App by searching FICU Mobile App on the App Store or Play Store. *There will also be a redirect link on the current Mobile App to for the new download.*

## Have More Questions?

Find answers with our full Conversion Guide at [ficu.com](http://ficu.com)



# Banno Conversion Preparation Checklist

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Use this checklist to help you prepare ahead of time for our Online Banking and Mobile App conversion.

- Verify that your phone number and email are up-to-date with FICU.
- Be aware of our Online Banking downtime.
- Submit any Remote Mobile Deposit prior to 12 p.m. on Sunday, August 23.
- Make or schedule any new transfers and/or payments prior to 6 a.m. on Monday, August 24 or after 11 a.m. that day.
- Prepare for all online services to be unavailable, such as: account information, eStatements, eAlerts and transfers for a few hours on Monday, August 24 from 6 a.m. to 11 a.m.



**ACTION NEEDED:** Mobile App - A new app will be available. You may find it in the App Store or Play Store by searching FICU Mobile App. There will also be a redirect link on the current Mobile App to for the new download.

- Download the new FICU Mobile App.



**ACTION NEEDED:** Online Banking - If you have previously saved the direct link to the login screen you will need to update it to [mycu.ficu.com](https://mycu.ficu.com). If you log on directly from our website, there will be no change as we will update the link on the back-end.

- Save the new Online Banking login link or go to [ficu.com](https://ficu.com) and click Online Banking
- Any eAlerts or notifications you have set up in Online Banking will not transfer to our new system.
- Your Bill Pay payees will transfer to the new Online Banking, however it is best to verify all payees once you log in for the first time.

For the latest updates visit [ficu.com](https://ficu.com)  
**[ficu.com](https://ficu.com) | 760-352-1540**