

FAQS: ONLINE BANKING UPGRADE

Q1. Why is SFFEDCU upgrading their Online Banking?

A. This upgrade will enhance your online banking experience by making account management features easier to use.

Q2. Will I need to set up a new User ID and password?

A. No. Your existing User ID and password will access the new Online Banking platform.

Q3. Will all of my alerts transfer over to the new Online Banking platform?

A. Yes. All of your alerts that you currently have will transfer over to the new system.

Q4. Can I access Online Banking or Mobile Banking during the upgrade?

A. You will not have access to Online Banking or Mobile Banking during the upgrade, which is between the hours of 4:00 am and 8:00 am on Tue June 5th.

Q5. Will my account information and history be available after the upgrade?

A. Yes. After the upgrade, you will be able to see your account information, transactions and history as you normally did before.

Q6: Will there be any change to my scheduled transfers or bill payments?

A. No. Any transfers or bill payments you have scheduled will process as they normally would after the upgrade is complete.

Q7. Will e-Statements be available after the upgrade?

A. Yes. If you are enrolled in e-Statements, they will be available as usual once the upgrade is complete.

Q8. Do I have to update my mobile App after the upgrade is completed?

A. Yes. You will be required to update your San Francisco Federal Credit Union mobile app before you can log on to mobile banking.

Q9. Are there any system requirements to access the new Online Banking upgrade?

A. Please be sure to update your operating system or web browser to these recommended requirements:

- Windows 7 or newer
- Mac OS X
- Internet Explorer 11
- Chrome 62
- Safari 10 or newer
- Mozilla Firefox 56 and newer