

PREPARE FOR LAUNCH



DIGITAL BANKING UPGRADE

MISSION RESOURCE GUIDE



**MAJOR SYSTEM CHANGES – CRITICAL ACTION REQUIRED
SYSTEM DOWNTIME IS MAY 4-5**



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This booklet provides pre-launch information and required actions for our May 5 Digital Banking Upgrade.

Pay close attention to the checklist on **page 4** and the report on what's changing on **page 6** to make sure you're prepared to take your digital banking to new heights on May 5.

PREPARE FOR SYSTEM LAUNCH

Brian Laufenberg, President & CEO

We're getting ready to launch an upgraded online and mobile banking experience, and ***we may need your help*** along the way to make sure everything goes smoothly.

Our team has been hard at work creating a better, more intuitive experience designed to give you more control and make managing your money easier.

Thank you for your patience and for being part of this with us.



MARK YOUR CALENDARS

MAY 4-5

Prepare for system **downtime on May 4-5.**
Mission control will share details and specific timing
as we get closer.



Updates available at:
IHMVCU.ORG/Upgrade

Pre-Launch Checklist

- **Know your username and password.** Having your username and password ready will help make the launch smoother.
- Prepare for system **downtime on May 4-5. Mission control will share details and specific timing** as we get closer.
- **Know your settings.** You'll need to re-establish all alerts, push notifications and card controls in the new system, so be sure you're familiar with your current settings.
- **External accounts will require reconnection.** Log-in to your current account and ensure you're familiar with where you're connected outside of IHMVCU.
- **Android users will require additional action.** Android users will need to delete the old mobile banking app and install the new app on May 5. **Look for the app with our Shield and IHMVCU underneath it.** iOS (Apple) will automatically reflect the upgrade.

DURING THE LAUNCH

Wait Times May Increase

Mission control may experience heightened traffic.
Here are a few ways to get answers faster:



Website Videos and FAQs

Closer to launch, we'll be sharing educational videos to help you navigate your new digital banking world.



New Search Tool *(when logged in)*

Once you log-in to the new system, you'll be able to find answers using the new search bar.



Extended Phone Support Hours

During launch, our mission control team will be standing by to assist you by phone 24 hours a day from launch on Tuesday, May 5 through Friday, May 8.

What's Changing?

Below are some of the new features designed to take your banking experience to new heights.

Seamless Online & Mobile Banking	Whether you log-in on your computer or your phone, you'll have the same experience, tools and features.
New Interface	Your improved digital banking experience will feature a sleek new look with a customizable dashboard so you can easily see what matters most to you.
Credit Score Monitoring	Keeping an eye on your credit score will be easy with the new digital banking experience.
New Search Functionality	While logged in, you'll be able to search for self-service options, how-to videos and more to ensure you're getting the most out of your banking.
Heightened Security	We're stepping up security with MFA (Multi-Factor Authentication) to help ensure your money is as safe as possible.
Expanded Card Controls	Card control features let you lock and unlock your card, set limits and more from desktop or mobile for added convenience.
New Log-in Structure	Moving forward, logins will be individual rather than account based. Shared accounts will require a separate log-in for each user.
eStatements	Only the primary account owner will be able to view eStatements.
Smarter Money Management	Track your spending, set budgets and see all your accounts in one place so you can make smarter decisions and stay on track with your goals.
Easier Money Movement	Quickly and securely send money to another IHMVCU member using a unique code without sharing account information.



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**IMPORTANT INFORMATION ABOUT OUR UPCOMING
DIGITAL BANKING UPGRADE ON MAY 5**

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