



FEDERAL CREDIT UNION



# A Better Digital Banking Experience Starts in October

We're getting ready to introduce a new Digital Banking experience designed to make managing your money faster, easier and provide even more security protection.

In October, we'll be transitioning to a new digital platform that brings powerful tools and a user-friendly experience to both online and mobile banking.

## Why the Change?

This upgrade is part of our commitment to you to simplify your financial life and put more control at your fingertips.

## What's New?

Here are just a few of the exciting features members will enjoy:

### Coming in October:



**Cards:** Full card controls (such as locking your card) and integration with digital wallets like **Apple Pay** and **Google Pay**



**Improved Security:** Stronger authentication and advanced fraud monitoring



**Lending Tools:** Loan payoff calculator and one-click payoff for installment loans



**Account Reporting:** Detailed insights when you need them



**Custom Dashboard:** Show/hide account elements and reorder accounts — your view, your way



**Search + FAQs:** Quickly find answers and support




**Credit Scoring:** Track your score directly inside your account



## What Members Will Need to Do:


To ensure a smooth transition, please follow these steps for updating your Allegacy mobile app:

### • Apple iOS Users

- You will **not** need to delete the app.
- You will simply need to **update** the existing Allegacy app in the App Store®. 

### • Android Users

- You will need to **delete** the old Allegacy app. 
- Then, you should **download and install** the new version from the Google Play™ Store. 

Additionally, **Live Chat** will now be available in the **Support Hub**, making it easier to get help when you need it., Look for this icon: 

## Stay Informed & Support Members

Bookmark [www.allegacy.org/enhanceddigital](http://www.allegacy.org/enhanceddigital) for the latest updates, how-to videos, and FAQs. We will share more details and instructions as we get closer to launch. Stay tuned for emails, website updates, and mobile notifications to help guide you through the transition.

Thank you for being a valued member of Allegacy. We're excited to bring you this new experience!

Warm regards,

Allegacy Federal Credit Union