



# DIGITAL BANKING UPDATE

November 13, 2024

Key New Features & Frequently Asked Questions (FAQs)

## New Digital Banking Features

<b>Seamless Experience Across Devices</b>	The same banking experience will be available across all the devices you use to access your account
<b>Remote Deposit</b>	You can deposit checks from anywhere, anytime using your mobile device
<b>Two Factor Authentication</b>	Help protect your account from unauthorized access by requiring an additional sign in code
<b>Customized Dashboard</b>	Tailor your experience with a personalized dashboard that highlights what matters most to you
<b>Unified Access</b>	View all your Clearpath accounts seamlessly with a single login, making transfers and checking balances and transaction details a breeze
<b>Exclusive Offers</b>	Enjoy personalized offers designed specifically for you, paving your path to financial success
<b>Personal Analytics</b>	Gain insights into your spending habits and set savings goals and budgets with our comprehensive analytics tools
<b>Card Management</b>	Effortlessly manage your cards, add travel notifications, or cancel them at your convenience

## Frequently Asked Questions (FAQs)



### How to enroll in the new Online Banking system

Each person must re-enroll into Online Banking from the same place (upper right-hand corner) on the Clearpath FCU website.

- Visit [clearpathfcu.org](http://clearpathfcu.org) and click **Enroll**.
- Scroll to the bottom of the page and click **Sign Up**.
- Complete the required fields to create your account.
- Choose **Business** if registering for a Business or Special Account.

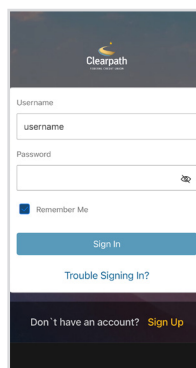
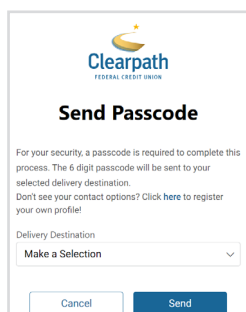
### How do I login for the first time?

When accessing the upgraded Online and Mobile Banking for the first time after the system upgrade, a passcode will be sent as a text message or email to the phone number or email address we have on file for you.

You will then be asked to enter your last name, social security number, and your birthdate. This will only be required once for the initial login to your account after the upgrade (or when logging in from a new device) and can be completed via either Online or Mobile Banking. Please make sure we have your current email address. Please see examples of the new login and passcode screens here.

### New Mobile App:

You will need to download a new version of the Clearpath FCU mobile app from the Apple Store (iOS) or Google Play (Android). You should delete the old Clearpath mobile



app after the upgrade.

### What happens to Bill Pay?

If you are the primary member on your account and you use Bill Pay, your existing bill payments, payees and history will come over to the new platform.

### What happens to my bank-to-bank ACH transfers?

All your bank-to-bank ACH transfers that are set up on the old platform will need to be re-entered on the new system.

### What happens to my Alerts?

Your previous alerts will not transfer to the new platform. You will need to set up new alert preferences.

### What if I am new to Online and Mobile Banking?

If you have never enrolled in Online or Mobile Banking you may self-enroll by going to the Online Banking Login located on the upper right-hand corner of the website. Choose the Enroll link. You will be taken through an enrollment and verification process. Please feel free to contact us if you need assistance.

### What has changed?

**Look and Layout:** The look and feel of your online and mobile banking experience will be enhanced, so it will appear different. Rest assured – you'll have all the features you have come to expect from Clearpath with new upgrades to enhance your banking experience.