

TECHNOLOGY UPGRADE

Enhanced online and mobile banking is here!

As part of our investment in new banking technology for our customers, 1st Choice Credit Union has rolled out enhanced online banking and mobile banking.

Our goal with this technology upgrade is to bring our customers even better features and the best online security possible.

HOW DO I GET STARTED?

If you currently use online or mobile banking, please follow these steps:

- See your new online banking experience by logging in at www.1stChoicecu.org
- You can also find the new mobile app in the app store.
- On your first login:
 - After November 1, 2023 after 12pm you will need to re-register for Online Banking again. To do this, simply go to our Online Banking service and use your current log-in credentials. The system will then prompt you to register again. Please make sure to have your MEMBER NUMBER ready for verification purposes. That's it! All other information, such as Bill Pay information, will be transferred automatically and not have to be re-entered.
 - When you log-in after 11/1/2023 for the first time, your password will default to the last four digits of your social security number. Our system will prompt you to change your password and select security questions.

If you have any questions, please call your local www.1stChoicecu.org or our specialized team of member services reps at [404-832-5800](tel:404-832-5800). Our team is trained and ready to answer any questions you may have.

IMPORTANT INFORMATION TO KNOW

- All previously scheduled bill payments will continue to be processed as normal. You may now enter any new bill payments into the system.
- You may now set up any desired external transfers, alerts, or e-Bills.
- Recurring transfers set up before October 31 will continue to automatically transfer as scheduled but will not appear for you in the new system. One-time transfers will need to be re-established. Please [email us](#) for assistance.
- If you use mobile banking and enter the incorrect security code three times during a login attempt, this could result in a 24-hour lockout from mobile banking.

If you use V.I.C.K.I, during login you will be asked for your account number,

1 – Listing to your initial greeting message, select 1 for English, 2 for Spanish for their desired language of choice.

2 – Select main menu option 1 for account information (and transferring of funds)

3 – When prompted, enter account number

4 – If voice recognizes that you never used the system before , you will be asked to enter the last 4 of SSN and THEN be asked to enter and confirm desired 4 digit pin

5 – If the member has ALREADY completed the above step, after entering their account number, you will simply be asked for your existing 4 digit voice pin

HOW DO I DOWNLOAD THE NEW MOBILE APP?

You can download the new mobile app by clicking on the appropriate link below and following the app store download instructions.



WHAT FEATURES CAN I EXPECT TO SEE WITH THE NEW SYSTEM?

- Continued maximum security to you in your everyday banking transactions.
- Same-day transfers between accounts
- More accessibility to new features as they become available.

I HAVE QUESTIONS! WHO SHOULD I CALL?

If you have any questions, please call your local [1st Choice](#) or our specialized team of bankers at [404-832-5800](tel:404-832-5800). Our team is trained and ready to answer any questions you may have.

WHY IS THE BANK UPGRADING ITS TECHNOLOGY SYSTEMS?

Our goal in this technology upgrade is to bring our customers even better features and the best online and mobile banking security possible. With this new technology, we'll also be able to roll out the newest banking features more quickly to those customers interested in using them.

Thanks

1st Choice Credit Union