

## System Upgrade Helpful Information

The following are services that have incurred changes with our system upgrade:

| Service  | Helpful Information   |
|--|---|
| <b>Home Banking</b>                              | <p>1<sup>st</sup> log-in, post upgrade:</p> <ul style="list-style-type: none"> <li>▪ Enter your current member number (user name) and password</li> <li>▪ The system will prompt you to choose a security image and to set up three (3) new security questions</li> <li>▪ Once this is complete, the system will ask you to enter and confirm your new password</li> </ul>  |
| <b>Mobile Banking</b>                            | <p>iPhones and Apple Devices:<br/>Upgrade our app within the App Store</p> <p>Android Phones and Devices:<br/>Delete our prior to September 4<sup>th</sup> app<br/>Then, download our new app</p> <p><a href="https://play.google.com/store/apps/details?id=com.cmcflex.ftmobile.gul">https://play.google.com/store/apps/details?id=com.cmcflex.ftmobile.gul</a></p> <p>If you've looked for it in the app store, it is not yet showing up, unfortunately. You should be able to click and download from this link.</p> |
| <b>Account Suffixes</b>                          | <ul style="list-style-type: none"> <li>▪ Loan trailers will change. However, you will see the description of the vehicle.</li> <li>▪ Share suffixes will drop the S and the period<br/>i.e. S7.1 is now 71<br/>Account 99999 s7.1 is now 99999 71<br/>i.e. S1 is now 1<br/>Account 99999 S1 is now 99999 1</li> </ul>   |
| <b>Bill Pay</b>                                  | <p>Log in to Home Banking / Online Banking<br/>You will notice a dashboard on Bill Pay's initial screen</p> <ul style="list-style-type: none"> <li>▪ To enter your information, click on "My Bills" and enter your log-in information for the companies listed. This will allow you to choose the companies you wish to pay.</li> <li>▪ Clicking on PAY BILLS (left side of the screen) will allow you to view a list of payees with an area to enter the amount you wish to pay.</li> </ul>                            |
| <b>CAT (Call Anytime System / Bank by Phone)</b> | <p>1<sup>st</sup> time call, post upgrade</p> <ul style="list-style-type: none"> <li>▪ Enter your member/account number and your entire social security number</li> </ul>   |

- |  |   |
|--|---|
|  | <ul style="list-style-type: none"><li>▪ After the system verifies this information, it will ask you to re-enter your account number, followed by your new four-digit PIN<br/>You will not be required to enter your entire SSN each time you call.</li><li>▪ Please see the CAT (Call Anytime System / Bank by Phone) flow chart for more information regarding CAT</li></ul> |
|--|---|

