



800.950.7328
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Digital Banking: Frequently Asked Questions

Q: Why is Financial Partners converting to a new Digital Banking system?

A: We want to provide members with a modern, robust online experience. Some of the advantages of the new Digital Banking are:

- The same platform for both Online and Mobile banking. Many features that were previously only available through Online Banking, such as External Transfers and the ability to add or edit Bill Pay payees, will now be available on Mobile Banking too.
- An updated, consistent look and feel. Digital Banking features an intuitive look and feel, consistent between Online and Mobile Banking.
- New features such as Saving Goals and Budgeting Tools for tracking monthly spending and savings

Q: When will the new Digital Banking be available?

A: The official launch date will be announced later, but the new Digital Banking will be available late this summer.

Q: Will my Bill Pay payments and payees carry over?

A: Yes, Bill Pay payments and payees will carry over, and will not need to be set up again. Members using E-Bills may need to restart them.

Q: Are there other changes to Bill Pay?

A: Bill Pay payees and payments can now be added and edited using the mobile app. Up until now, those features have only been available on the desktop eBanking. We've also eliminated the "window inside a window" and made it simpler to add and manage payees and payments, so using Bill Pay is easier than ever.

Q: When will the new Digital Banking be available?

A: Currently, we're planning for Digital Banking to be available in late August 2019. We'll give you more details as the date approaches.

Q: Will I need to download a new mobile app?

A: Yes, a new Mobile Digital Banking app will need to be downloaded. Users of Apple devices will have the new app automatically downloaded, but can always choose to go to the App Store and download it manually. Users of Android devices will need to go to the Google Play store to download the new app. You can find the new Digital Banking app by searching the Google Play store for "Financial Partners." The new app won't be available in the app stores until Digital Banking is live to all members.

Q: Will the mobile banking app have the same password as desktop Digital Banking?

A: Yes, no matter which device you use, you will have the same username and password for Digital Banking.





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Q: Can I use my fingerprint or FaceID with the mobile app?

A: Yes, any biometrics that your device supports will work with the mobile app.

Q: I've logged in before with my fingerprint/face, but this time it's asking me for a username.

A: Touch the blue fingerprint icon located at the top right of the screen. You can then log in using your biometrics.

Q: Will the new Mobile Digital Banking app work on my device?

A: The mobile app will work on version 10.0 and higher of iOS (Apple devices) and version 6.0 and higher of Android. Many older Apple devices can no longer be upgraded and may not be compatible with the Mobile Digital Banking app. Check with your device manufacturer or mobile carrier for information about your device's operating system.

Q: Will my current alerts carry over to the new Digital Banking?

A: Most alerts set up through the current eBanking system and previous systems will not carry over to Digital Banking, and will need to be set up again. The exception is for Card Authorization alerts, which will carry over to the new system.

Q: Will my transaction categories carry over to Digital Banking?

A: No, transaction categories will not be carried over to the new system and any custom categories will need to be set up again.

Q: Will I have to set up transfers to my FPCU accounts again?

A: Any scheduled transfers to FPCU share or loan accounts that you previously set up yourself in eBanking will carry over to Digital Banking. You will be able to view and edit them under the Scheduled Transfers tab.

Q: Why does my scheduled transfer say it can't be edited or deleted?

A: Transfers between FPCU accounts that the Credit Union set up (such as automatic loan payments) can be viewed in Digital Banking but can't be changed. Please contact us to make any changes to those transfers.

Q: Will I have to set up external accounts and transfers again?

A: Any external account that you have made a transfer to in the past 12 months will be carried over. Any scheduled transfers to external accounts will also be converted and viewable under the Scheduled Transfers tab.

Q: Where can I view my loan payment due date and amount?

A: Your payment due date and amount are available to view anytime from the Account

