

# Coca-Cola Federal Credit Union

## Refreshing Enhancements

### FREQUENTLY ASKED QUESTIONS

## Digital Services

#### ACCOUNT ACCESS

**Q: Will I still be able to use the same mobile app?**

A: No, you will need to delete the old Coca-Cola Credit Union mobile app and download the new one. Visit the app store for your device to download the new app.

**Q: Will you be sending me new credentials for online banking?**

A: No, you will need to enroll into the newly refreshed online banking system by creating your own new credentials. To enroll in online banking after Tuesday, October 3, 2017 at 9:00 AM EST, visit [creditunion.coca-cola.com](http://creditunion.coca-cola.com) and click **Enroll**.

**Q: How do I enroll in Online Banking?**

A: Follow these steps to enroll in Online Banking:

- Go to our website at [creditunion.coca-cola.com](http://creditunion.coca-cola.com)
- **Click on "Enroll"**
- Enter your Member Number, Social Security Number and Date of Birth (member numbers are available on your credit union account statement)
- Create a Username (*must be at least 3 characters and contain at least 1 letter*)
- Create a password (*must be at least 4 characters and include an uppercase and lowercase character, and contain at least 1 number*)
- Agree to the "Terms and Conditions"
- If you do not have a SSN, please contact the credit union.

**Q: Can we rename share accounts on online banking?**

A: You cannot currently rename share accounts on online banking.

**Q: Will I be able to view my previous scheduled account transfers?**

A: No, you will need to go into online banking and set up your scheduled transfers again. Once you've set them up, you will be able to set, view and edit your new transfers in Online Banking and/or Mobile Banking App.

#### MOBILE DEPOSIT

**Q: How do I access the new Mobile App?**

A: If you have the old Coca-Cola Credit Union mobile app, you will need to delete it and download the new one. Visit the app store for your device to download the new app.

**GET  
READY**

**GET  
SET**

**GO!**



## BILL PAY

**Q: Are there any changes to Bill Pay/A2A/P2P (PopMoney)?**

A: Yes, we are making it easy to do business with us! You will notice an improved Bill Pay, A2A and Person to Person (PopMoney) experience.

**Q: Was all of my information transferred over to the new system?**

A: No previous payee or payment history has been transferred over. New payees can be easily input into the new system through online banking.

**Q: Were my bills paid during the service interruption from Monday, September 24 – Monday, October 2?**

A: All bills scheduled through Sunday, October 1<sup>st</sup> have been paid through the system. Payments scheduled for Monday, October 2 and Tuesday, October 3 will be sent via electronic check. Beginning Tuesday, October 3 newly scheduled payments will be paid via the new Bill Pay system.

**Q: Will I be able to view bill payment history that took place during the service interruption dates?**

A: Previous bill pay history will not be available. However, once new bill payments are made, history will be available in online banking.

**Q: Will my previous automatic payments still work or do I have to set up new ones?**

A: You will need to set up new automatic or recurring payments in the new system.

## STATEMENTS

**Q: How will I receive my September statements?**

A: All members will receive paper statements free of charge at your address on file.

**Q: How will I receive future statements?**

A: Statements from October going forward will be available for view on online banking. And any statements for the past 24 months will be available electronically.

**Q: Do I need to sign up for online statements?**

A: If you were previously signed up for eStatements, you will still be signed up. If you opt out of eStatements, you will be charged a \$3.00 paper statement fee.

*\* Use of mobile service based upon wireless network availability. "Message and Data Rates May Apply."*

*\*\* All loans subject to credit approval; rates may vary depending on credit history and underwriting factors; programs, rates, terms and conditions are subject to change at any time without notice.*



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