

Coca-Cola Federal Credit Union

Refreshing Enhancements

FREQUENTLY ASKED QUESTIONS

ACCOUNT ACCESS

Q: Will joint account owners have access to our shared account after the system enhancement?

A: Yes, all account owners will be able to access the shared accounts on which they are joint.

Q: I have multiple joint accounts. Can I rename my accounts to help me see which account is which?

A: Accounts cannot be renamed at this time.

Q: Do I have to give my joint owners my new log-in credentials for online banking/mobile app?

A: No, joint owners will be able to create their own log-in credentials and see all of their shared accounts.

Q: How do I enroll in new Phone Banking?

A: If you've used phone banking within the last six months, you can use your SSN and pin you've already created to access the system. After that the system will prompt you to enter a new PIN to access the system. Otherwise, you will need to call in to request a phone banking PIN. If you do not have a SSN, please contact the credit union.

CHECKING ACCOUNTS

Q: Will my checking (draft ID) account information change?

A: Yes, when you are ordering new checks from a third party company and have an existing checking account (draft ID) number, please make sure that you add leading zeros to make your account number **10 digits**. This is for CHECK ORDERS ONLY.

- Example:**
- Checking account (draft ID) number is currently: **1234567**
 - **New** Checking account (draft ID) number **for ordering checks:** **0001234567**

**New checks ordered though the Credit Union directly or through Online Banking with our check partner Deluxe will automatically add leading zeros.*

DIRECT DEPOSIT/ AUTO TRANSFER PAYMENTS

Q: Will my direct deposit be affected?

A: No, there will be no effect on your direct deposit.

Q: Will deposit holds change?

A: No, deposit holds will not change.

WIRE TRANSFER SERVICES

Q: How do I send a wire?

A: Go to our website under Resources/PDF Forms and download the fillable Wire Transfer Request.

**GET
READY**

**GET
SET**

GO!

**REFRESHING
ENHANCEMENTS**



MY \$ PLANNER

Q: Can I still use My \$ Planner?

A: No, My \$ Planner will be discontinued after Friday, September 29, and will no longer be available within online banking.

SHARED BRANCHING

Q: Can I still use the same shared branches?

A: Yes, you can use Shared Branch locations to access your funds.

LOANS**

Q: Will my scheduled loan payments set up through online banking be available on the new system?

A: No, you will have to set up scheduled transfers in the new online banking.

Q: Will my loan names change?

A: Your existing loan names will not change, but new loans will have a different name format.

Q: I have a payment arrangement set up for my loan. Will that carry over into the new system?

A: No, you will need to enter your payment arrangements in the new bill payment system.

** 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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