



ONLINE BANKING & MOBILE BANKING UPGRADE COMING JUNE 7, 2022

FAQs to help guide you through the upgrade process

DEFINITIONS

Online Banking – banking accessed through the website at newdimensionsfcu.com

Mobile Banking – banking accessed by smart phones or mobile devices like iPads through the New Dimensions FCU mobile banking app

Digital Banking – combination of both Online Banking and Mobile Banking together as one experience

Why are you upgrading Online Banking and Mobile Banking?

We're committed to providing technology to help our members better manage their finances. This upgrade will modernize your Digital Banking experience. Switching between devices will be seamless and provide you with a much better interface that is faster, simpler, and easier to use.

When will the upgrade take place?

On June 7th, the current Online Banking and Mobile Banking platforms will merge into the same, seamless Digital Banking experience—with all the features you would expect to have in both!

Will I have to register in the new Digital Banking platform?

Yes, after the upgrade on June 7th, it will be necessary for you to re-register. You can register either from our online page at newdimensionsfcu.com, or by downloading the new Mobile Banking app.

Note: The current mobile app will not function after the upgrade.

What will I need to re-register in the new platform?

1. Social Security Number (SSN)
2. Date of Birth
3. Account Number – your account number appears on your statement

Where do I find my account/member number for the re-registration process?

Your account number is located at the top of your statements. You can also find it on your member ID card that was provided when you became a member.

Will the Mobile Banking app change?

Yes, the current New Dimensions FCU mobile app will no longer function after the upgrade. Please download the new mobile app to your phone or mobile device from the App Store® or Google Play™.

Can I register using just the new Mobile Banking App?

Yes, one of the great new features is the ability to register using Mobile Banking. It is no longer necessary to register in Online Banking first. The registration process is the same on a mobile device as it is on a laptop or desktop. Your new username and password will be the same for both.

Why do I need another PIN for my mobile app?

A new PIN is required to register your device on the mobile app. The PIN will be sent to the cell phone as a text or to the email address on file and is good for 5 minutes from the time of issue. Step 3 in registering your device will be to enter the temporary verification PIN, and this will allow you back into the mobile app. Once your device is registered initially, you will no longer need to use the PIN.

What if the one-time Mobile Banking registration PIN expires before I finish the registration process?

Login again to trigger a new PIN.

What happens to the Mobile Banking app if I get a new phone?

Once you download the New Dimensions FCU mobile app on the new device you will need to attempt to log in with your Username and Password. This will prompt the system to send a verification PIN to the e-mail we have on file.

Will I still be able to access my eStatements in Online Banking?

If you are currently enrolled in eStatements, you can expect 18 months of statements to carry over to the new platform.

Will my Online Banking/Mobile Banking transaction history carry over?

Access to transaction history will remain the same. As always, you can expect to see 6 months of transactions. We do recommend that you print or download your transaction data before June 7, 2022.

Will Bill Pay Change?

If you currently use Bill Pay and are the primary account holder, all account information will carry over.

Call us at (207) 872-2771 or stop by one of our three branch locations if you have any questions or concerns about this upgrade.

