



System Upgrade

We're improving for you!

Beginning Saturday, October 7th,
we're upgrading our system for you!



New Online Banking

We're launching an improved online banking platform as part of our computer system upgrade. As a result, you will need to re-enroll in this service when you access it for the first time. You will continue to go to www.srfcu.org to access our Online Banking Platform. If you have previously bookmarked an old login page, you will need to update your bookmark.

Login ID: For all users, your first time login will be:

User ID: SRFCU account number

Password: Last 4 digits of primary SS#

Passwords: You will be asked to create a new password after you log in for the first time. This will be your password moving forward.

eAlerts: You will need to re-establish your alerts in our new online banking platform. The last day you will receive eAlerts from our current platform will be Friday, Oct. 6th. With our new system, you'll have more options for alerts, including security alerts, interest rate changes, certificate maturing & more!

Mobile Banking: A new mobile app is coming! App providers (Apple & Google) must approve this new app after we go live on the system, so there will be a delay, but it's coming! We will notify you when the new app is available, but until then, please log in @ www.srfcu.org.

What won't change?

Account Numbers: Your existing account number(s) will remain unaffected by our computer system upgrade.

Debit & Credit Cards: Your existing debit & credit cards will continue to work & your personal identification numbers (PIN) will not be affected.

Checks: You can continue to use your current supply of SRFCU checks.

Direct Deposit: (Payroll, Pension, Social Security): Your direct deposits will continue to post to your account as they do today.

Automatic Transfers: Any automatic transfers you have scheduled for your account will continue to process as they do today.

Loan Payment Due Dates: If you have a loan with us, your payment dates will not change.

SRFCU
Singing River Federal Credit Union

www.srfcu.org

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