



# Bridgeway

CREDIT UNION

## **Exciting News: Your new and enhanced Digital Services are coming soon!**

We've been working hard behind the scenes to bring you something BIG and BETTER! On May 4<sup>th</sup>, Bridgeway Credit Union is launching a brand new online and mobile banking experience that's going to change the way you bank! Get ready for next-level convenience, enhanced features, and tools to help you manage your finances like a pro.

Important things to note:

- You will need to enroll either online or download the new mobile app after deleting the old app.
- You'll need to log in before you can use features like Touch ID or Face ID.
- Once you have successfully logged in, enroll in eStatements, eNotices, & the new Bill Payer system.
- You will need to set up your Bill Payer payees as they will not transfer over.
- The last scheduled Bill Payer payments that will go out from the old system will be April 30<sup>th</sup>.
- After April 30<sup>th</sup>, you will no longer have access to the old Bill Payer system.
- If you would like history or a copy of your Bill Payer payees, you must print those prior to April 30<sup>th</sup>.

**The new mobile app icon is coming soon!**



Steps to take before the update:

1. Make sure you are prepared by knowing the initial enrollment login credentials. First time login credentials will be with your account # and we will provide you with a generic password.
2. At the first login, you will have the opportunity to change both the user ID and password. We highly recommend you make these changes for best security practices.
3. Ensure your contact information is up to date for added security verifications.

**Exciting new features:**

- **Savvy Money:** Track your spending, set budgets, and get insights on your financial habits – all in one place!
- **Card Controls:** Turn your cards on or off, set spending limits, and get real-time alerts for extra security.
- **Bank-to-Bank Transfers:** Effortlessly transfer funds between your Bridgeway accounts and other banks -- super convenient!
- **Integrated loan applications:** Apply online within our online banking services and have your personal information prefill to make applying easy and convenient.
- **Credit Scores:** View and monitor your Fico credit score daily. You will get detailed updates on what makes up your score.
- **Remote Deposit Capture:** Located conveniently inside the online banking and mobile app.
- **Mobile Wallet:** Enhanced tap and pay features

**Thank you for being a valued member, and we hope you enjoy the enhanced features of our new Digital Banking platform.**

***As always, to improve the financial security of every life we touch!***

## **Frequently asked questions:**

### **Will there be any downtime for this upgrade?**

Yes. There will be a period from May 1<sup>st</sup> until we go live on Monday, May 4<sup>th</sup>. We'll keep you updated through our website, social media, and text messaging.

### **Is it okay if I don't enroll in the new system on May 4<sup>th</sup>?**

Yes. You are not required to enroll in the new system on May 4<sup>th</sup>; however, the current online banking system will no longer be available after April 30<sup>th</sup>. To view your current balances or complete any transactions, you will need to enroll in the new system.

### **Will this affect my Bill Pay, scheduled transfers, and alerts?**

Yes. You will no longer be able to access the old Bill Pay system after April 30<sup>th</sup>. The payees and history will not be converted to the new system. Should you need a copy of the information, you will need to download or print it prior to May 1<sup>st</sup>.

**For more information about our new digital enhancements text or call 334-291-3000, 706-987-8000 or 229-439-1448.**