

ONLINE BANKING, MOBILE BANKING, AND BILL PAY

From Saturday, August 29 through Monday, August 31, 2020, Compass Community Credit Union will be upgrading our computer system.

This new system will improve efficiencies between all our product channels.

The most significant improvement will be in the integration of our various systems. The upgrade will allow you to view real-time balances and up-to-date transactions — so you know exactly what's in your account. In addition, a self-serve username and password reset function will provide a quick and secure method of recovery. This was not available before.

What to expect during the system upgrade.

During this time, Online Banking, Mobile Banking, and Bill Pay will be unavailable.

Online/Mobile Banking Transfers: Please schedule your transfers to post prior to Friday, August 28, 2020. **Transfers scheduled after this date will not process!** Beginning September 1, 2020, current users will need to re-enroll for Online Banking. You can log in to Mobile Banking using the same credentials. Current mobile users will need to update the Compass app, new users can download it.

Bill Payments: Schedule payments to post prior to Friday, August 28, 2020. Then, starting September 1, 2020, you can resume scheduling your payments. After you re-enroll in Online Banking, you will see your payee information.

What's changing?

- Our new system will offer a better integration for our online banking and mobile products. This will allow for instant data retrieval, enabling a better experience.
- Easy organization will allow you to find your most important information quickly.
- The latest technology and Web standards will work across a range of devices.

Authentication

- Two-factor authentication provides an extra layer of protection, keeping your information safe and secure.
- Biometric or 4-digit access allows you to authenticate with your fingerprint, FaceID, or a 4-digit passcode.
- A self-serve username and password reset function provides a quick and secure way for recovery.

Accounts

- View balance and summary information for all your accounts, loans, and credit cards
- Access statements
- Open new accounts
- Place stop payments on checks

Transactions

- Deposit checks using the Mobile Banking app
- Tag a transaction to make organizing and searching much easier
- Attach images of your receipts
- Add notes to provide more context to your transactions
- View check images of deposited items
- Easily find transactions with dynamic search filters
- Export data for a range of dates in a variety of formats

Bill Pay

- Pay a business — add, edit, and delete payees
- Pay a person — send and receive through iPay P2P
- Use rush options to send overnight or second-day payment via electronic or check
- Schedule recurring payments

Transfers

- Initiate one-time, future-dated, or repeating transfers
- Initiate Compass member-to-member transfers
- Send external outbound transfers. A micro-deposit will be sent first for verification

Alerts

- Balance — notifications when your balance goes above or below a pre-selected threshold
- Large transactions

Self-Service Settings

- Change of address
- Change sign-in credentials

We appreciate your patience and cooperation during this conversion and anticipate only a few days of disruption.

If you have questions, call us at (707) 443-8662.



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