

IMPORTANT DIGITAL BANKING DATES & INFO TO KNOW



What you can do TODAY!

Log into digital banking to **verify your contact information** and update it if necessary.

- **Mobile:** Log into the mobile app. Tap More → Settings → My Settings.
- **Desktop:** Log into online banking. Click My Settings.

Confirm you know your **current digital banking username**. You will need this to log into the new platform.

- **Mobile:** Log into the mobile app. Tap More → Settings → My Settings.
- **Desktop:** Log into online banking. Click My Settings.

Please note: You will **NOT** need your current password to log into the new platform. This will be changed upon logging in to the new platform once it is available.

Verify you know your **member number**. You will need this to log into the new platform the first time. This is easily found through e-statements.

- **Mobile:** Log into the mobile app. Tap More → View Statements. Scroll to the list of statements. The Account # column is your member number.
- **Desktop:** Log into online banking. Click View Statements at the top right. Scroll to the list of statements. The Account # column is your member number.

Tuesday, August 12, 2025: Scheduled Recurring Transfers Stop Posting

You may have scheduled recurring transfers through online or mobile banking. A scheduled recurring transfer (SRT) is a transfer between two NuMark accounts. An example might be a transfer that moves \$100 from your NuMark checking account to your NuMark savings account every Friday. Another example might be a transfer that moves \$500 from your NuMark checking account to your NuMark car loan on the 20th of each month.

The last day these transfers will post is Tuesday, August 12th at approximately 2:00 PM CST. You will still be able to transfer funds between your NuMark accounts on demand using the transfer feature until the old platform is disabled at approximately 2:00 PM CST on Monday, August 18th.

How do I know if I have a scheduled recurring transfer set up through digital banking?

- **Mobile:** Log into the mobile app. Tap Make a Transfer → Schedule tab.
- **Desktop:** Log into online banking. Click Move Money → View Scheduled Transfers.

In either case, if you see any transfers on your list, these are the transfers that will **not carry over to the new platform** and will post the last time at approximately 2:00 PM CST on Tuesday, August 12th. To transfer funds after the 12th, please use the transfer feature to move the funds on demand. When you log into the new platform on or after Tuesday, August 19th, you can reschedule your recurring transfers.

Tuesday, August 12, 2025: Bill Pay Access Paused until Launch Date

The **LAST FULL DAY** to access online bill pay in the legacy online and mobile banking platform is **Tuesday, August 12th**. NuMark is not changing bill pay vendors; however, there will be down-time required to move the bill pay accounts to the new digital banking provider. Scheduled payments will continue to be sent; however, you will not be able to view bill pay. When you log into the new platform on Tuesday, August 19th, or thereafter, you will have access to your bill pay account.

Wednesday, August 13, 2025: Secure Support Removed

Beginning on August 13, 2025, you will no longer be able to view any Secure Support tickets you have opened with our team. Never fear! Our team will still have access until approximately 2:00 PM on Monday, August 18th, but please be aware they will need to reach out to you via phone or email. A new secure message system will be available on the new platform.

Wednesday, August 13, 2025: Loan Payments from Outside Accounts

If you have a loan that you pay automatically using an account outside of NuMark, you may have set this up through the external loan payment tool in online or mobile banking. **This feature will be disabled at approximately 8:00 AM CST on Wednesday, August 13th**. Payments scheduled to pay through Wednesday, August 13th will post as scheduled. Payments scheduled to pay after this date will not post. If you have a payment due after Wednesday, August 13th, please send a check, stop by a NuMark branch, or make other arrangements to make the payment until you can set up your new payment in the new platform.

How do I know if this applies to me?

- Mobile: Log into the app. Tap More → Make a Loan Payment. Choose I want to “Scheduled Loan Payments”.
- Desktop: Log into online banking. Go to Move Money → Loan Payment → Schedule Loan Payments.

In either case, if there are scheduled recurring payments listed, **these payments will be impacted if they are set to pay after Wednesday, August 13, 2025**.

Monday, August 18, 2025: Last Day to Access the Legacy Digital Banking System

Out with the old to make way for the new! Members will have access to the legacy online and mobile banking platform until approximately **2:00 PM CST on Monday, August 18th**. Remember to log into the old platform before this time to verify your contact information, username, and member number. **You will need this information to successfully log in to the new platform the first time.**

Tuesday, August 19, 2025: Hurray! The new system is available! 🥳

Members can access the new platform starting Tuesday, August 19th.

For more information, visit:

www.numarkcu.org/personal-banking/online-mobile-banking/new-online-mobile-banking-resource-page/