

ONLINE BANKING CONVERSION FAQs

General Access and Enrollment

Do I need to re-enroll in the new system? If so, how do I do it?

- Yes. We have step by step instructions, as well as a video, on our website that will walk you through the enrollment process.

What information do I need to set up my account in the new system?

- Each account holder can enroll in online banking using their own information. For enrollment on a personal account, you will be required to provide:
 - Account number
 - Last 4-digits of social security number
 - Date of birth
 - Numbers in street address (this includes house number, lot, and/or apartment number)
- For business enrollment, you will be required to provide:
 - Tax ID number
 - Email address
 - Phone number
 - Zip/Postal code (zip+4)
 - Numbers in street address (this includes house number, lot, and/or apartment number)

Will my current login credentials work, or do I need to create new ones?

- While enrolling, you will be prompted to enter credentials. As long as your current credentials meet the criteria, you can reuse them in the new system.

How do I download the new mobile app, and is it available for both iOS and Android?

- You can download our new app by searching 'Midwest Members Credit Union' in your app store. It is available for both iOS and Android.

Bill Pay

Will my current bill pay information, including payees and scheduled payments, transfer to the new system?

- Yes. Your payees and recurring payments will transfer to the new system.

What happens to payments that were scheduled before the conversion but are due after the transition date?

- There is a payment cut-off in the current system of 02/14/25. This means that any payments scheduled after 02/11/25 will not process. If you have a payment that is due between 02/14/25 and 02/19/25, we recommend you either pay the bill early or make other arrangements fulfill the payment.

Will I lose my bill pay history in the new system? If so, how can I save it?

- No. Bill pay history will move over to the new system.

E-Statements and Transaction History

Will my e-statements be available in the new system, or do I need to re-enroll?

- Since this is a new system, you will be required to re-enroll in e-statements. Once enrolled, you will be able to see your e-statements.

How much of my transaction history will transfer to the new system?

- You will have two (2) years of history available to you on the new platform.

Can I still access previous statements if they aren't in the new system?

- Yes. If you require statements that are unavailable on the system, the credit union can provide those to you.

Support

Will there be any downtime during the conversion?

- Downtime should be minimal and will be during the early morning hours of Tuesday, February 18th.

Who can I contact if I have issues accessing my account or setting up bill pay?

- Please contact the credit union by calling 618-254-0605, using our secure chat on our website; www.midmembers.org, or by stopping by one of our branches.

What do I do if I experience login issues or forget my credentials after re-enrolling?

- The system allows you several options to access the system such as clicking on the "Forgot Username/Password" link or the "Account Lockout Reset" link. If neither of these work, please contact the credit union for assistance.

Will there be longer wait times for support due to the transition?

- We do anticipate longer wait times due to the number of members who will be enrolling at one time. We appreciate your patience as we work to assist all of our members.



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