

IMPORTANT NOTICE

AOCU 2.0 ONLINE BANKING



In our efforts to deliver the best possible online banking experience, Advantage One Credit Union will be upgrading our Online Banking, Mobile and Bill Pay solutions. The new system will be available on June 2nd, 2020.

This enhancement will provide you with flexibility, reliability and control, but it will also come with a few important changes that will affect the way you use Online Banking.

WHAT YOU CAN EXPECT

- ▶ Online banking and our mobile app will be unavailable from Friday, May 29th at 4:00 pm until June 2nd, 2020 while we convert our systems.
- ▶ On or after June 2nd, 2020, mobile users will need to download our new Mobile Banking App from the App Store® or Google Play™. Search for "AOCU" to download and install the new app. Online banking for desktop users can be accessed from our website at www.myaocu.com.
- ▶ When you log in to the new system, **you will use your existing username**.
- ▶ **You will not use your current password.** Instead, you must enter a temporary eight-digit password that consists of: the year you were born, plus the last four digits of your social security number. For example, if your birthdate is 05/23/**1960** and your SSN is 567-89-**1234**, your temporary password would be 19601234. You'll set a new password after successful login.
- ▶ Please be aware that we will not be able to convert your current scheduled transfers to the new system. For instance, if you have a scheduled transfer of \$10 to your child's account that occurs every Friday, you will need to set that transfer up in the new system. We recommend that you take note of your current transfers to make a smooth transition to the new system.

VIEWING ACCOUNTS ONLINE

Currently as an Online Banking user you can only access the accounts and loans associated with your member number. **With our new person-centric model, you will be able to access ALL accounts and loans attached to your Social Security Number.** The new system eliminates multiple login IDs and passwords.

Likewise, any joint owners on your accounts will see ANY of your account information that is also attached to THEIR Social Security Number within Online Banking. For example, co-signers on your loans will have access to those loan records as well. Call us if you need assistance or to review your options.

If you have any questions, please contact us at 734-676-7000. For your convenience, copies of communications as well as online banking educational videos will be posted on our website at myaocu.com/aocu2. Please watch for additional email notifications in the coming weeks.

Thank you for your continued support!

FOR MORE UPGRADE DETAILS VISIT MYAOCU.COM/AOCU2