



## ***Friendly Reminder Regarding Online Banking Conversion***

Dear Member:

United Credit Union is looking forward to unveiling our new Online Banking system on June 22, 2016. The system will include a new overview of your accounts and activity, more user-friendly dashboard (an overview of your activity and account relationships), and additional features and tools to simplify your banking experience.

On June 21, 2016, during the upgrade, our current Online Banking application will be temporarily unavailable for service. The new Online Banking application will be available for use in the afternoon of June 22, 2016.

How to log in to Online Banking after the upgrade:

1. Go to our website [www.unitedcreditunion.com](http://www.unitedcreditunion.com).
2. At the Online Banking Login box – **Log in with your existing User ID. PLEASE NOTE!!**  
If your existing User ID contained special characters of equal sign (=) or ampersand (&) or less than (<) or pound sign (#) or a space – your User ID has been changed to your **account number** excluding the suffix.  
If you need to change your User ID – please refer to step #4.
3. Do not enter your previous password – instead enter the last **6 digits of the primary account holders' social security number**, you will then be prompted to change your password.
4. In the *Current Password* field, re-enter the **last 6 digits of the social security number**.
5. In the *New Password* field, create a new password. Note!! Your password must contain at least 8 and no more than 32 characters, a mixture of both upper and lowercase letters and at least one number and special characters. It cannot contain your User ID or a space. Allowed special characters are ~!@#\$%^\*-\_+|.
6. Confirm your new password in the *Confirm New Password* field. Click Save.
7. You will be prompted to select 5 security questions. Once all the questions have been selected and answered – click Save.
8. The Accept Terms and Conditions screen will appear – read and accept the Terms and Conditions and click Continue.
9. You may be prompted to Add Profile Information of your email and / or a day-time phone number. Once entered – click Save.
10. ***Congratulations!!*** – You have successfully logged into United Credit Union's New Online Banking Application.
11. If your User ID was changed to your account number during this conversion – you may change your User ID at this time by clicking on [Settings] then click on [Profile] then click on [User ID]. You will be prompted to answer your Security question.
12. The Change User ID screen will be displayed to allow you to change your User ID. Listed below is the criteria for choosing a new User ID for the New Online Banking application:
  - User ID should be between 8 and 32 characters in length.
  - Letters and numbers are **allowed** as well as these special characters: ~!@#\$%^\*-\_+|
  - Special characters **NOT allowed**:  
The equals sign (=), ampersand (&), less Than (<), pound sign (#) and spaces

*See back for additional information*

### **MEMBER SERVICE CENTERS**

**CHICAGO WEST**  
4444 S. Pulaski Rd.  
Chicago, IL 60632-4011  
773-376-6000

**CHICAGO NORTH**  
5901 N. Cicero Ave., Ste. 106  
Chicago, IL 60646-5711  
773-843-8500

**CHICAGO EAST**  
1526 E. 55th St.  
Chicago, IL 60615-5550  
773-843-8900

**OUTSIDE ILLINOIS**  
**1-800-848-3444**  
[www.unitedcreditunion.com](http://www.unitedcreditunion.com)  
**E-MAIL**  
[unitedcu@unitedcreditunion.com](mailto:unitedcu@unitedcreditunion.com)



## **Added Services:**

- ***Mobiliti Banking*** - a service that allows Online Banking members to conduct a range of financial transactions remotely using a mobile device such as a mobile phone or tablet, and using software, usually called an app, provided by United Credit Union for that purpose.
- ***Pop Money*** - is a person-to-person payment service, this service enables you to send and receive payments electronically in a manner that is designed to displace traditional check payments.
- ***Transfer Now*** - an automatic transfer of funds between accounts, which could be used for internal United Credit Union accounts and transfers to/from other financial institutions.
- ***Check Images*** - you can view and print copies of the front and back of checks posted to the account during the statement cycle.

There will be videos and demos of the NEW Online Banking system on our website upon the completion of the conversion on June 22<sup>nd</sup>, 2016.

Thank you for your business and support with this service upgrade.

Should you have any questions or concerns, please feel free to contact us at (800) 848-3444 or [unitedcu@unitedcreditunion.com](mailto:unitedcu@unitedcreditunion.com).

Sincerely,

Mario Aguirre  
President  
United Credit Union