



## NEW Online Banking Member Reference Guide

**Coming October 29, 2019**



Wow, it's sure been a ride. Thank you for your patience and cooperation. I've put my finishing touches, tightened any loose pieces and am all set to introduce you to our new Online Banking system on Tuesday, October 29, 2019. Below are important dates you'll need to know to make this a smooth transition.

If you have any questions about how these changes may affect your account, please visit any of our branches and ask to speak to a Member Service Representative or call our 24/7 Call Center at (808) 930-1400.

Mahalo,

*Malia*

### Important Dates

Check off when complete	Date	Description	Notes
	September 30 <sup>th</sup>	Un-enroll from eBills in our current Bill Pay system	Doing so will ensure you receive a paper bill in October and can promptly enroll in ebills on the new system after 10/29/2019.
	October 21 <sup>st</sup>	Download Bill Pay history if needed	Payment history will not be transferring to the new system. If you'd like to keep this for your records, please download this information promptly.
	October 22 <sup>nd</sup> – 28 <sup>th</sup>	Bill Pay unavailable	Bill Pay will be unavailable to ensure all of the existing data is transferred to the new system. Bills scheduled to be paid during this period will be paid as planned.
	October 25 <sup>th</sup> – 28 <sup>th</sup>	Online Banking and Mobile App unavailable	These services will be unavailable as we make the transition to our new system. Should you need assistance during this time, please visit any branch during normal business hours or contact our Call Center 24/7 at (808) 930-1400.
	October 29 <sup>th</sup>	New Online Banking, Mobile App and Bill Pay available	

Please use the checklist below on October 29, 2019 to ensure that your account preferences have transferred successfully.

Check off when complete	Task
	Log in to Online Banking
	Ensure you have the correct app downloaded on your mobile devices: <ul style="list-style-type: none"> <li>• iPhone- update your current app in the Apple App Store</li> <li>• Android- download new app in Google Play Store by searching for HFS Federal Credit Union</li> </ul>
	Review your Bill Payments are accurately set up and enroll in ebills as applicable.
	Confirm alerts transferred to the new system and delivery methods are correct. This is also a great time to set up new alerts to make managing your money easier.
	Customize your home screen by rearranging and grouping your account tiles.
	Explore! There are many new services that can help to make managing your money easier. Give them a try!

Visit <https://hfsfcu.org/news/new-online-banking/> for frequently asked questions, information about account set up and more.

**Reminder:** When you log in to the new system you'll automatically see all accounts that you are a primary or joint owner on. If you'd like to adjust these ownership levels on your account, please see a Member Service Representative prior to October 25, 2019.