



NEW DIGITAL BANKING EXPERIENCE

New Look and Experience!

On October 24th 2024 we will be launching a brand-new online banking and mobile app. This new and improved banking platform will have a different look but will function the same as our previous one.

What to expect:

You will automatically transition the next time you login after it is live. Your current login and password information will remain unchanged. Please note, for security purposes, your memorized sign-in information will not be carried over. You will have to re-enter your information when you first sign into the updated platforms. If you require assistance or have questions, please visit us at our branches or give us a call at 1-888-374-1717.

Frequently Asked Questions

Members will enjoy a brand-new look and feel, with a fresh and modern new site and user experience. This includes more intuitive navigation to make it easier for members to find the information they're looking for quickly and seamlessly.

How to get the refreshed online banking experience?

Members will automatically transition the next time they login **after the refreshed system is live**. Current login and password information will remain unchanged.

Supported Browsers and Operating Systems

To maximize your Internet banking experience and for your Internet security, we recommend using the latest supported browsers. Our online banking supports Microsoft Edge, Firefox, Safari, and Google Chrome. Unfortunately, our online banking platform does not support Internet Explorer 11.

The new version of the Mobile App is compatible with iOS 11 and Android 6.0 or higher. To maximize your mobile banking experience and for your security, we recommend using the latest supported operating system.

Will I still be able to access the previous version of Online Banking?

Unfortunately, once we have transitioned to the new system, the old online banking system will no longer be available for use.

How do I get the new Mobile App for iOS and Android?

The new mobile app will be available for download October 17th after we go live.

Is this a legitimate change?

This is a great question because it means you're being critical of online changes, which is a common trait of phishing and other cyber security attacks. You can be confident in knowing that GFCU initiated the display change and this is in fact a legitimate change.

Why are you making changes?

We're updating our Online Banking and Mobile App to provide you with a better digital banking experience, so it's easier for you to do your banking at home, on a tablet, or on your phone.

This is the first step in offering new online banking features. Once the refresh is complete, GFCU will be working on adding new and exciting features.

Do I need to do anything differently? How has the login procedure changed?

In online banking, only the display has changed. All other functionalities remain the same, including:

- Login procedure
- Login credentials
- Information within your online banking (e-Transfer recipients, bill vendors and recurring payments)

Will the Alerts feature found in online banking still be available?

Alerts that inform you of important account and security activities will still remain in effect. Users can choose to have Alerts notifications sent to their phone or email. We encourage all members to take advantage of this feature and if you any questions on how to sign up please stop into one of our branches or call us at 1-888-374-1717.