



## **eBranch**

### **Frequently Asked Questions**

**Q: What is eBranch?**

A: eBranch is CCU's new online banking service. It will include many of the same features as our current Home Banking website, plus some enhancements.

**Q: Will eBranch be replacing Home Banking?**

A: Yes, eBranch will be the next phase of online banking with CCU. Beginning this fall, our current Home Banking website will no longer be supported by the company that provides it to us. We are excited to offer eBranch as the newest way to access your accounts online.

**Q: What changes can I expect to see in eBranch?**

A: You can expect to see many of the same features that already exist in our current Home Banking service including the ability to perform account transactions, check account balances, and access Bill Pay, eStatements, and other eServices. In addition, new enhancements will be available in eBranch including the ability to add comments to transfers, set up future or recurring transfers, secure messaging, and a "Notify Me" security feature.

**Q: Is Bill Pay changing?**

A: No, the Bill Pay service is not changing. It will work the same as it does today and you will not need to re-establish your payees. In addition, eBranch will feature certain Bill Pay enhancements like displaying check images for check payments and an expedited payment service.

**Q: When will eBranch be available to access?**

A: eBranch will be available beginning this fall. Keep watching our website for more information!

**Q: When is the last day I can access Home Banking?**

A: After eBranch is accessible for a period of time this fall, Home Banking will no longer be available.

**Q: Do I need to enroll for eBranch if I have already enrolled in Home Banking?**

A: If you are already enrolled in Home Banking, you will be able to access eBranch with the same login information you currently use.

**Q: Will I need to install new software or make other changes to my computer to access eBranch?**

A: If you are currently able to access our Home Banking website, you should not require any new software or changes to your computer in order to access eBranch. However, if you do experience any difficulty, you can contact us via phone or email.