

# Digital Banking

## Member Conversion Guide

### New & Returning Users

- Members who have logged into online banking or our mobile app within the last year will continue to use their existing username (account number) and password following this conversion. Mobile app users will need to download the new mobile app, available October 25.
- All other members will be able to register for the new digital banking system, beginning October 25. The registration process has been greatly simplified to ensure ease-of-use and a high level of security.

### How this conversion will affect our current online and mobile tools:

#### Mobile App Users

- Beginning October 25, members will need to download our new Capitol View Credit Union mobile app. It will be available on the Apple and Google app stores, beginning October 25.

#### Bill Pay Users

- Any one-time or recurring bill payments scheduled to be delivered after October 22 will be converted and processed as scheduled.
- We recommend reviewing your bill pay payees and scheduled payments following the conversion, beginning October 25.
- Our new bill pay service will now schedule payments based on when you want them initiated with a target delivery date. This will ensure that there are sufficient funds for bill payments prior to processing.

#### Capview Connect Users

- Capview Connect will be replaced with a streamlined A2A/P2P tool within our new bill pay service. Any existing account connections or individuals will need to be added again following this conversion.
- Our new A2A/P2P transfer tool in bill pay also offers a streamlined account setup and eliminates the need for verifying test deposits.

#### Voice Banking Users

- Our voice banking service will no longer be available as of October 22. Voice banking users are encouraged to register for the new digital banking tool or contact our office for balances and inquiries.

### NEW! Capview 360

- Our new digital banking service will include a new financial management tool, Capview 360. This tool will allow members to track and categorize their transactions, add accounts from other institutions, create budgets, create goals, and more! Explore the new Capview 360 tool beginning October 25.
- Note: Capitol View credit card accounts will not be initially available in Capview 360. Stay tuned for updates regarding when you can include your Capitol View credit cards in your Capview 360 budget.

