



**First Financial Online and Mobile Banking System Upgrade**  
**March 2021**

We've enhanced our Online Banking System and Mobile App with updated features that we know you'll love!

**How you can prepare:**

Our goal has been to have as minimal of an impact on our membership as possible, with a smooth transition process for first time login after 3/15/21.

Any recurring external transfers that were previously setup to go to other financial institutions – will not transfer over to the upgraded Online Banking System. These will need to be setup again within the new Online Banking System, as well as internal recurring transfers to other First Financial member accounts that do not share the same member number.

**Will this upgrade affect multiple accounts I had previously setup within Online Banking?** Yes. The multiple accounts feature will no longer be available within the new Online Banking system – separate logins to other First Financial accounts will now be required. Once setup within the new system, you will be able to use the Transfer feature to move money between membership accounts.

**Will my First Financial Credit, Debit, and ATM Cards be affected during the system upgrade?** No, you can use all your First Financial cards as usual during our system upgrade (in the store, online, and at the ATM).

**Will online loan applications be available during the system upgrade?** Yes. You can still visit our website 24/7 and apply for a loan online. Our website at [firstffcu.com](http://firstffcu.com) will still be available.

**Will the upgrade affect my direct deposit and automatic recurring loan payments?** No. During the upgrade, all transactions will clear your account normally.

**Will my member number or account numbers be changing?** No, all your account numbers will remain the same.

**Will my information be secure throughout the upgrade process?** Yes. Your security is our top priority and your account information will remain protected throughout the upgrade process.

**If I have additional questions, where do I go for assistance?** Please give us a call during business hours at 732.312.1500, email [info@firstffcu.com](mailto:info@firstffcu.com), or visit any branch location.

**Thank you for Thinking First and for your patience during our system upgrade!**