

Aspen Federal Credit Union — Online & Mobile Banking Conversion FAQ

What is changing?

Aspen FCU is upgrading to a new online and mobile banking system on **January 12, 2026** to provide a faster, more secure, and more intuitive digital banking experience.

When will the new system be available?

The new online and mobile banking platform will go live **January 12, 2026**. Current online banking will be unavailable starting **January 9th 2026** at 5pm MST.

Will I need to download a new app?

Yes. You will need to **download or update** our new Aspen FCU Mobile Banking app from the **App Store** or **Google Play** once the system goes live.

Will my username and password stay the same?

Your credentials may need to be **updated or re-created** during your first login. Have your **member number and personal information** ready on January 12.

What happens to my Bill Pay?

- Bill Pay is **changing systems**
 - You will need to **re-enter your Bill Pay payees and schedules**
 - We recommend you **make note of all current payees, account numbers, and dates before January 12th**
 - **Any scheduled payments on or after January 12th will not be processed in the old BillPay system.**
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Will my recurring transfers move over?

Internal recurring transfers **may need to be re-established** on the new platform. External transfers and connections to other banks may also need to be reconnected.

Will e-Statements still be available?

Yes — e-Statements will continue to be available. You may need to **re-enroll** when you first log into the new platform.

Do joint account owners or co-borrowers get their own login?

Yes — one of the major improvements of this upgrade is the ability for:

- Joint owners
 - CPAs
 - Co-borrowers
They will be able to **create their own unique login** for secure access.
 - Account owners can grant secured users to anyone via settings in your new online/mobile banking app.
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Is this upgrade secure?

Absolutely. The new platform enhances:

- Multi-factor authentication
 - Fraud detection
 - Faster alerts
 - Data encryption and protection
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Will Quicken or QuickBooks connections be affected?

Yes — users will need to **disconnect and reconnect** their Aspen FCU connection. Detailed instructions will be provided separately for each program. You can find these instructions on our website homepage.

Will the website login button change?

The login button will remain on our homepage. The link will automatically update after go-live at 9am MST.

What should I do to prepare?

We recommend:


- ✓ Write down Bill Pay payees & dates
- ✓ Update contact information
- ✓ Have your member number available
- ✓ Watch for email, website, and social announcements

What if I need help during or after the conversion?

Our team is ready! You can reach us by:

 Phone

 Branches

 Secure messaging through the new app