

Online Banking Transition Checklist

5 Days Before Transition 10/02/2025:

- Make sure your contact information is up to date with the credit union.
- Review the transition date and mark your calendar.
- Download or print recent statements and payment history.
- **Bill Pay users:** make a list of Payees details and scheduled payments.
- Review FAQ regarding instructions for logging into the new digital banking experience.
- Double-check your Bill Pay Payee list and amounts.
- Remind yourself that the “Tidemark FCU Mobile Banking” App will soon be removed.
- New User Registration and New Bill Pay Registration will be disabled.

Day Before Transition 10/06/2025:

- Complete or record any scheduled transfers and payments by early afternoon.
- 3rd Party Vendors such as Bill Pay, Remote Deposit, Zelle, Funds Transfer disabled mid-morning.

Day of Transition 10/07/2025:

- Early morning, Current Online Banking and Mobile App access ends (see FAQs).
- Mid-morning, NEW Digital Banking Experience access available (see FAQs).
- Download the NEW mobile app (instructions provided in FAQs).
- Enroll in New Digital Banking (instructions provided in FAQs)

After Transition:

- Set up Bill Pay, transfers, and account alerts again as needed.
- Contact Member Services if you encounter any issues.