



THE COMMUNITY'S
CREDIT UNION

Frequently Asked Questions about our Digital Banking upgrade

Q. What's changing with Excite's Digital Banking?

A. We're launching **NextGen Digital Banking**, a brand-new platform. You'll enjoy a smoother experience, faster performance, and all the features you love — plus new tools to help you manage your money easily from anywhere.

Q. When is the new Digital Banking going live?

A. The upgrade will launch on **December 1, 2025**. You'll be automatically moved to the new system — no need to re-enroll.

Q. Do I need to download a new app?

A. No, simply log on to your Excite Mobile Banking as normal to view the changes.

Q. Will my login information change?

A. No, your username and password will remain the same.

Q. Will my account history, payees, and transfers carry over?

A. Yes! Your **account balances, transaction history, scheduled transfers, and Bill Pay payees** will all transfer automatically.

Q. Will my scheduled Bill Pay payments go through during the upgrade?

A. Yes, **scheduled payments will be processed as usual**. You won't need to re-enter your payees or payments.

Q. What about my e-Statements and tax documents?

A. All your **past e-Statements and tax forms** will still be available after the upgrade — no need to re-enroll.

Q. Will Zelle® still be available?

A. Yes! **Zelle® will continue to be integrated** in the new mobile and online experience, so you can keep sending and receiving money quickly and securely.

Q. Is the new system secure?

A. Absolutely. Our NextGen platform uses **the latest encryption and authentication technology** to keep your personal and financial information protected.

Q. How can I get help if I have questions about the upgrade?

A. You can contact us:

Call us: 800.232.8669

Or stop by your nearest branch – our Team will be happy to walk you through the changes.