

System UPGRADE

Bringing You Smarter Technology to Simplify the Way You Bank!

Projects Under Construction Virtual Branch Will Be "VB Next"

"VB NEXT" - NEW & IMPROVED ONLINE BANKING

You will notice an updated online banking platform as a result of our system upgrade. As such, if you have a username that is numerical (i.e. your account number), it is highly recommended that you set up a new username when you access it for the first time.

CHANGE YOUR LOGIN NOW

If you currently have your account number as your Login ID, we strongly encourage you to change your Login ID prior to conversion to ensure a smoother conversion process. To do so, login to Virtual Branch, click on the Self Service Tab. In the Security Information box, click "Change Logon ID". Follow the parameters below to create a new User ID.

- This User ID **CAN** consist of:
 - 6-50 characters
 - Letters (*Can be upper or lower case -- the User ID is not-case sensitive*).
 - Numbers
 - The following special characters: underscore, dash, period, exclamation point, at sign, dollar sign, asterisk, parentheses, equal sign, plus sign, pipes and brackets (e.g. _-!@\$*()=+{}[])
- This User ID **CANNOT** consist of:
 - Your 1GCU Account Number
 - Your email address
 - Your Social Security number

BE PREPARED - ONLINE BANKING UNAVAILABLE 1/29-2/1

Online banking will be down during the conversion. Starting Friday, January 29th, balance inquiries may not reflect all transactions until Tuesday, February 2nd. Spending from debit accounts should be tracked carefully to avoid any overdrafts. You may consider using an alternate payment method for large purchases during this time.

WARNING! SYSTEM UPGRADE AHEAD WARNING!