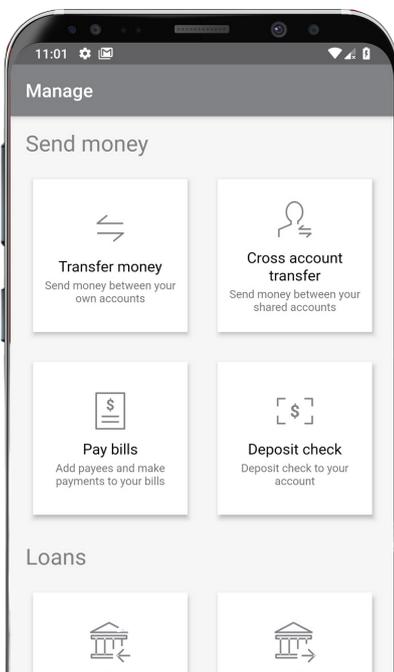


**NEW
MOBILE APP
LAUNCHING
SOON!**



CGRCU 2021 Mobile App Upgrade

Resource Guide

Effective January 12, 2021
www.cgrcu.org | 478-745-0494



Dear CGR Credit Union Members:

We are pleased to announce an updated version of our mobile app will be launching on January 12, 2021. This new version offers increased security options, a more user-friendly interface, and more streamlined functionality. Features include deposit checks, transfer money, pay loans, view account history, and locate ATMs and branches.

To prepare you for the change, we have created the following resource guide you can reference for key changes, dates, and questions.

Thank you for your continued trust in us,

Sincerely,

Jerry Jordan
President & CEO
CGR Credit Union

CGRCU MOBILE APP UPDATE

The CGRCU Mobile Banking app is an extension of our online banking service. It provides you with easy access to your account information, allows transfers between accounts, loan payments and advances, and more whenever and wherever you are.

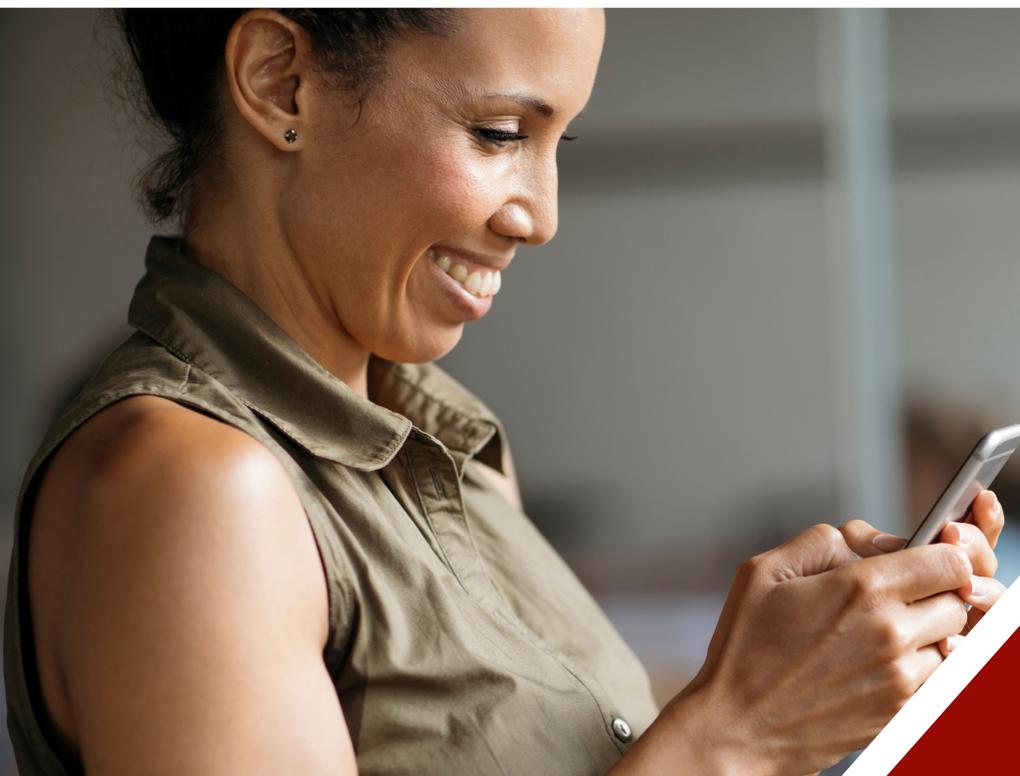
The new version of the CGR mobile banking app will be released on January 12, 2021. In order to make the transition as smooth as possible, we've listed a few key items to help.

WHAT WILL CHANGE

- The version of the mobile app will be updating. If automatic updates are installed on your device, the change will happen automatically. If you have saved your log in information, you will have to re-enter your information on the new app to save it again.
- Enhanced security options will allow a more streamlined transaction experience.
- Navigation inside the app will change slightly. For more detailed transaction instructions, see page 5. A [navigation tutorial](#) is also available on our website.

WHAT WILL NOT CHANGE

- Your username and password will not change. You may use the same login as you used for the previous app and home banking.
- If you do not have automatic updates set up on your device, you will continue using the old version of the app until you choose to download the new version. You will need to visit the app store on your device to download the new version.
- Functionality inside the app will not change. You will still be able to transfer funds, make payments, and view balances inside the app, as well as locate branches and ATMs.



FREQUENTLY ASKED QUESTIONS

Q: Why is CGR getting a new mobile app?

A: In an effort to continuously improve the products and services we offer to our members, the credit union made the decision to release a newer version of our mobile app.

Q: When will this change occur?

A: The new app will be released on January 12, 2021. If you have automatic app updates allowed on your device, your app will change to the new version on January 12, 2021. If you do not allow automatic updates, you may continue using the old version until you are ready to update.

Q: Will I need to update my information?

A: No, all login information will remain the same. You can use the same username and password as the previous app. If you have forgotten your password, you may change it on our website or by contacting member services at 478-745-0494.

Q: What if I do not currently use the mobile app?

A: If you have not previously set up mobile access, you will need to create a log in on our website first. Once your online banking account has been established, you may use the same credentials to log in to the mobile app.

Q: What if I cannot log in, I do not know my challenge question answers or they are not working?

A: Your password and challenge questions are case sensitive and must be entered exactly as they were originally entered. If you have forgotten your password or challenge question answers, you may change them on our website or by contacting member services at 478-745-0494.

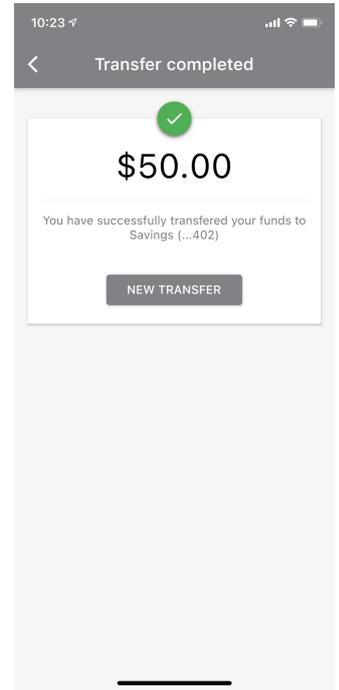
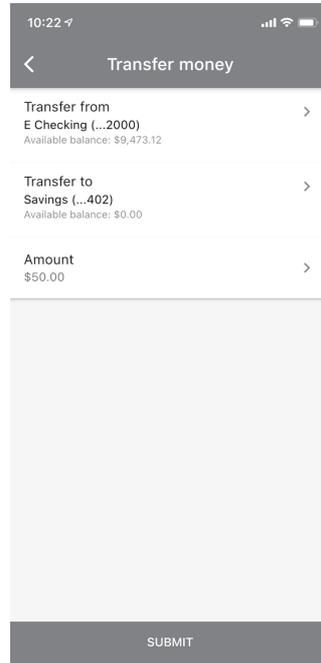
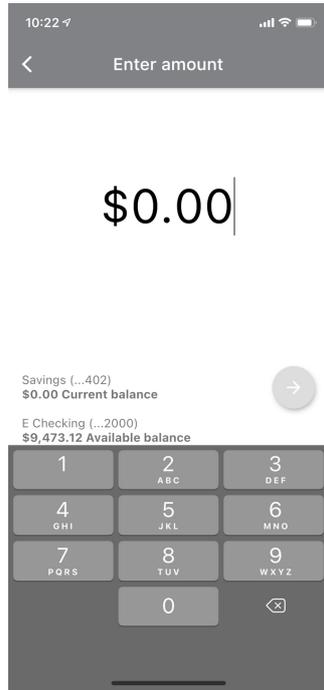
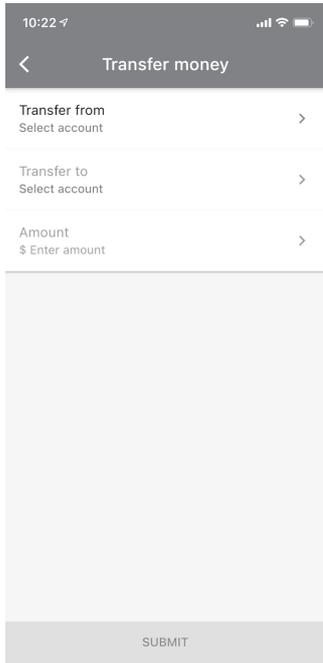
Q: Is it safe to use this app on my mobile device?

A: Yes, the mobile app uses the same SSL encrypted communications as the browser; therefore, it has all of the same protections you are accustomed to when using our online banking system from a PC. It is a good idea to only use known, trusted network connections when accessing financial information from your laptop or mobile device.

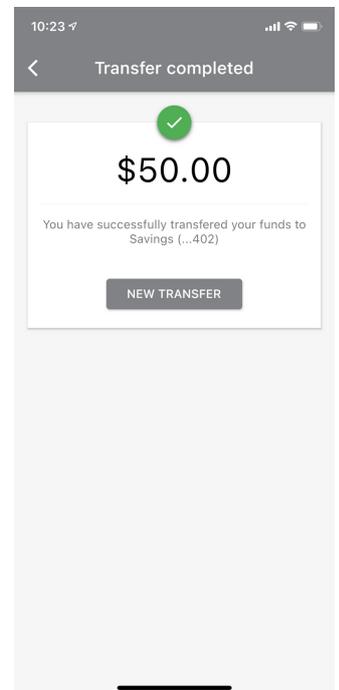
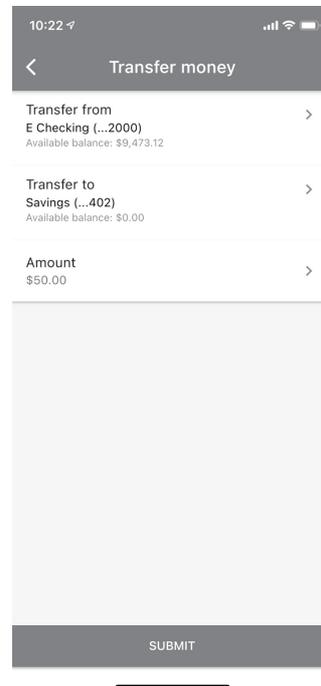
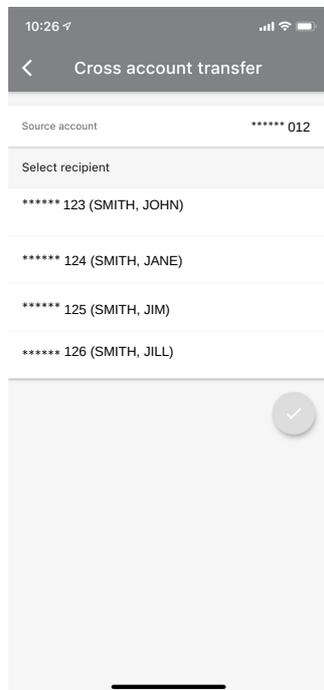
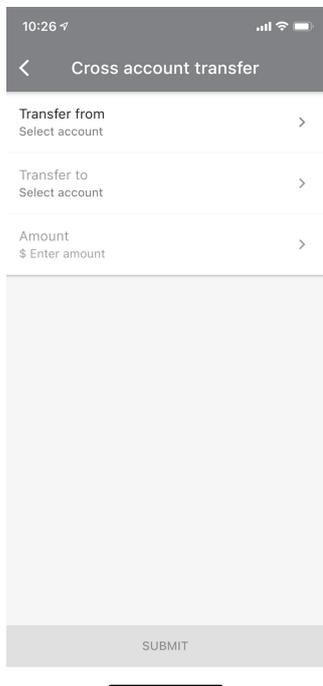


HOW TO GUIDE

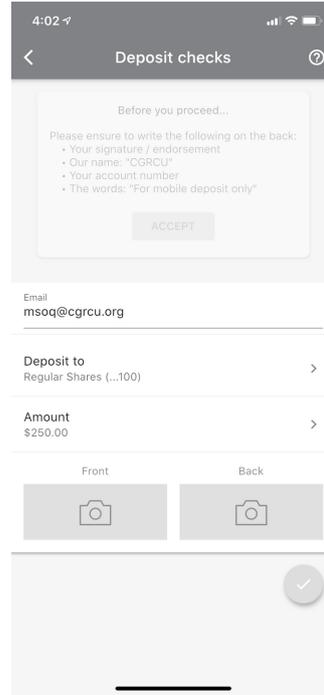
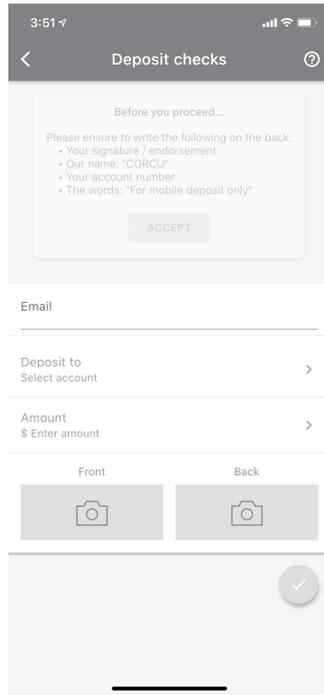
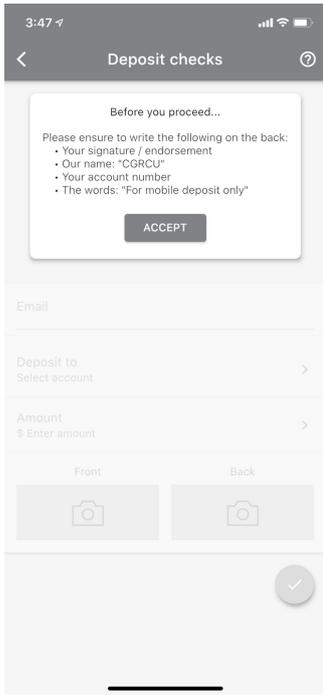
Transfer Funds



Transfer Funds - Cross Account

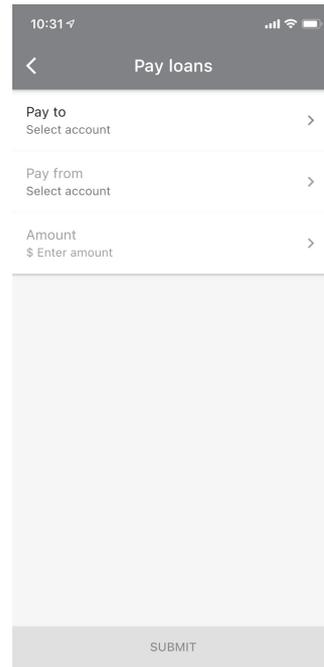
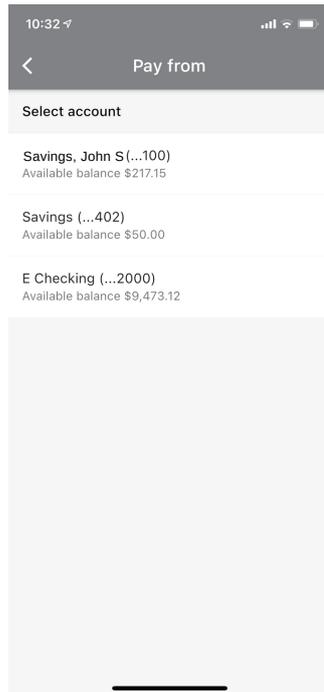
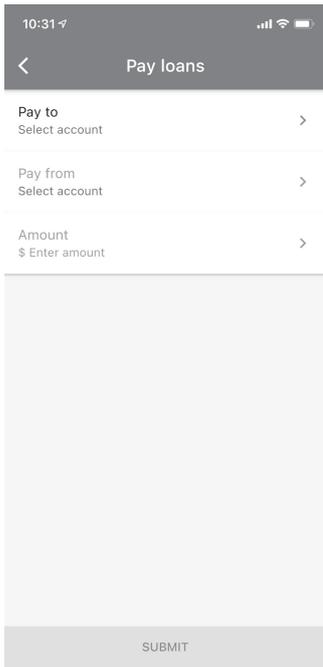


Deposit Checks



Capture picture of front and back of check when prompted. Then submit the deposit for review.

Loan Payment



Loan Advance

