



## **New Forge2.0 Online Banking / Mobile App - Frequently Asked Questions (FAQs)**

As part of the continued development of our digital channels we've updated the look and feel of our Online Banking and Mobile App designed to help serve our members better!

### ***Why is SDCU updating its Online Banking and App?***

*As our members' needs continually change and the financial services industry evolves at an unprecedented rate, SDCU is committed to evolving to meet these needs.*

*The new Online Banking and App are designed with a newer, modern look, more intuitive navigation and a cleaner digital banking experience. This implementation is another step in our digital evolution, which started with the public website conversion to Forge, continued with the enhanced security of Strong PAC and now includes our new Online Banking and Mobile App. As an organization we've embraced a best in class digital platform through Central 1, that will enable SDCU to quickly adopt future enhancements and technology as they become available.*

### ***What can members expect with the new site?***

*Members will enjoy a brand-new look and feel, with a fresh and modern new site and user experience. This includes more intuitive navigation to make it easier for members to find the information they're looking for quickly and seamlessly.*

### ***Will members have to re-download the Mobile App?***

No, when the new App goes live in the App Store(s) it will update automatically for all members who had previously downloaded.

### ***Will the change to new Online Banking affect any Members historical data, Payees, Passwords or any other info that was previously set-up?***

No, all historical information will carry over and not be affected. The change is one of design only, in look & feel; and also allowing for future technological upgrades.

### ***Why is SDCU making this change now, so shortly after introducing Strong PAC?***

The Strong PAC / Password project, was a required upgrade in order for us to be able to implement the new Online Banking and Mobile App.

***What changes can we expect in the future?***

*By transitioning our Online Banking and App to the Forge platform offered by Central 1, we become one of nearly 200 credit unions across Canada that are moving to the platform. What this means is that we'll benefit from economies of scale and be able to leverage open source developments and technology enhancements as they become available. Providing our credit union with access to the shared digital resources and technology of the entire credit union system.*

***What is Forge?***

*Forge is the name of the best in class digital platform that the new website is built on. Forge was created in a partnership between Central 1 Credit Union and other leading technology providers. As Canada's leading digital banking and payments provider for credit unions, Central 1 built the platform around how Canadians are using and expecting digital banking experience to be today and tomorrow.*

*This powerful digital platform will allow our credit union to quickly deliver on members future expectations and needs.*

***What if you can't find the information you're looking for?***

*If you are having trouble navigating the new Online Banking or any difficulties with the App, please reach out to us via email [sdcu@sdcu.com](mailto:sdcu@sdcu.com) or by phone at 250-494-7181.*

***How do I provide feedback on the new site?***

*We value your opinion and will look to both our employees and members for their feedback as our digital channels continues to evolve. With your help, we'll make it even better. Please let us know what you think by emailing [sdcu@sdcu.com](mailto:sdcu@sdcu.com).*