

Updated 4-16-26

1st Community Federal Credit Union is excited to announce we're upgrading to a brand-new digital banking platform! This enhancement will provide you with an all-new, modern way to manage your money with improved features, enhanced security, and a seamless banking experience.

IMPORTANT! Effective Tuesday, April 21, 2026 at 10:00 am CT

we will be introducing the totally NEW 1CFCU online banking and mobile app for members.

(ItsMyBiz online banking and the app for businesses is not changing at this time)

Please read the Enrollment & Access information below, so you will be prepared for the changes.

Our current ItsMe247 online banking and current 1CFCU app will no longer be available as of April 21st at 10:00 am CT.

We will keep updating this page with additional information you need to know, so please check back to help make your transition to the new platform as smooth as possible.

[CLICK Here for short video and pdf tutorials](#) to assist you during the transition.

Enrollment & Access

Q. Will I be required to re-enroll in the NEW 1CFCU online banking and mobile app?

A. YES. This will be totally new software, so everyone will need to enroll in the NEW 1CFCU online banking or mobile app.

Q: Will I need to enroll in both online and the mobile app separately?

A: NO. Once you enroll in either the new online banking or mobile app, you're automatically enrolled in the other as well. The same login credentials work for both platforms.

Q: How will I enroll in the new digital banking?

A: On April 21st,

- Please delete the old mobile app before downloading the new one
- Download the latest mobile app from the Apple App Store or Google Play Store, or visit our website to access the new online banking.
- Click "Enroll," then enter your Membership Number, SSN, and Date of Birth.
- Create a NEW username and password that meet the security requirements, Enroll in eStatements (recommended), complete the Google reCAPTCHA verification, and enter the one-time passcode (OTP) sent to your email to finish enrollment.

Q: Where can I find my membership number for enrollment? (Get this information now so you will be ready to enroll when we switch to the new system)

- On your membership card; or
- On your eStatements in our current digital banking. The Membership # is right below the Statement of Account heading as shown in the example below. (Please store this information securely and immediately so you will have it to enroll on April 21st)



3505 Wildewood Drive
San Angelo, TX 76904
(325) 653-1465

BARBARA BUYER
3505 WILDEWOOD DR
SAN ANGELO, TX 76904-6433

Statement of Account

From: 2/01/26 to 2/28/26
Member #: 1234567

IMPORTANT! We will be converting to a NEW app and online banking with a target date of April 21 2026. Please watch for more information by text, email, the website & notifications on the app and online banking so the transition will go smoothly.

MEMBERSHIP SUMMARY INFORMATION FOR MEMBER #1234567 AS OF 2/28/26

Suffix	Account Description	Beginning Balance	Total Debits	Total Credits	Ending Balance	Last Tran
000	REGULAR SAVINGS	531.23	.00	.00	531.23	9/08/25
001	CLUB SAVINGS	.00	.00	.00	.00	0/00/00
100	FREE CHECKING	550.00	.00	.00	550.00	10/02/25

000: REGULAR SAVINGS

Joint Owner: TEST O TESTER

Year-to-Date Divd Paid: \$.00
Divd Rate: 25.00 to 999,999,999.99 = 0.05% .01 to 999,999,999.99 =
.01 to 999,999,999.99 = .01 to 999,999,999.99 =
.01 to 999,999,999.99 = .01 to 999,999,999.99 =

- In our current app or online desktop banking –
 - click on your picture or the person icon at the top right;
 - click on your Regular Savings account; click on Account Details;
 - click on More Account Details;
 - scroll down to Account Number.
 - Drop any leading zeros and then drop the last 3 zeros and this is your Member/Account number. ex. for member Barbara Buyer 001234567000 – your Member/Account number is 1234567. All your Deposit, Loan and Credit Card accounts will be displayed under your member number; or
- You can call the Credit Union at 325/653-1465 or 800/749-1465, but please be patient because other members may be calling also.

Q. Whose SSN and date of birth is required to enroll?

A. Although members and joint owners on accounts use the same Username and Password to log in after enrollment,

- you must use the member's SSN and date of birth to **enroll** in the new online banking or mobile app.
- The member is the person listed first on the membership (ex. Barbara Buyer in the statement screenshot above).
- Joint owners are listed in the body of the statement under each separate deposit or loan account (ex. Text Q Tester is the joint owner in the statement screenshot above)

Other FAQs (Frequently Asked Questions)

Your Accounts & Cards

Q: Will my account numbers change?

A: No! All account numbers will remain the same.

Q: Will my debit and credit cards be affected?

A: No! All debit and credit cards will continue to work as expected. You don't need to do anything with your cards.

Q: What about my direct deposits?

A: Your direct deposits for payroll, pension, and Social Security will continue uninterrupted. No changes are needed.

Q: Will Bill Pay work the same?

A: Yes! We will be using the same Bill Pay provider so bill payment will continue as planned and all your payment payees and history will be available, however, the format will look slightly different.

Q: Will my prior transaction history on all my deposit, loan and credit card accounts be available?

A: Yes! Your prior transaction history and eStatements will be available in the new online banking system.

Q: Will Mobile Check Deposit work the same?

A: Mobile check deposit remains free and easy to use! You'll notice an improved experience with better controls and easier check capturing.

Q. What else can I do to be prepared for the changes?

- Log in to your account and verify your current mobile number and email address we have on file so you will have access to the one-time passcode (OTP).