



Hawaii First
Federal Credit Union

System Upgrade

We're putting YOU first!

What won't change?

Account numbers:

Your existing account number(s) will remain unaffected by our computer system upgrade.

Loan Payment Due Dates:

If you have a loan with us, your payment dates will not change.

Checks:

You will still be able to use all of your Hawaii First FCU checks!

Credit cards:

Credit cards will not be impacted by the upgrade.

Direct Deposit, Government Issued Benefits, and Automatic Payments (ACH):

You can expect these to run as normal.

Scheduled Transfers:

Any scheduled transfers for your account will proceed as normal.

You can still apply for **new membership & apply for a loan** online!

Contact Us At:

info@hawaiifirstfcu.com

(808) 885-7349 Or

(808) 933-7349

What's Better & Brighter

New Online Banking:

Please be advised that our current online banking service will end on October 31st at 5:00 PM HST.

Mobile App:

Be on the lookout for a new app with more features at your fingertips! (You can expect to see the app 5-10 business days after the upgrade.)

Debit Cards:

We're excited to announce that your debit card will soon get an upgrade. You can expect to see round-up debit card savings, tap-to-pay, and more features! As part of this upgrade, all members will receive new debit cards in mid-October and active on October 31. We are asking our members to please update any auto payments with their new debit card number before October 31.

New Statement:

You can choose from several printed account statement styles or elect e-statements at no cost!

Audio Banking: Our number is changing to **1-800-860-5704** and our Credit Union code will be **373**.

First Time Login Details:

1. Navigate to our homepage & click Online Banking
2. Enter the necessary information (Account & SSN)
3. Select the preferred delivery method for your activation code (either email or text message)
4. Enter the code within 24 hours to proceed with your new online banking set up



Timeline for Success

Friday, November 1st: Closed

- Core systems including online and mobile banking will be unavailable starting around 5pm HST and will remain unavailable until Monday, November 4th.
- ATM withdrawals and debit POS will function normally but with lower daily limits.

Saturday, November 2nd

- We are working behind the scenes to update our core systems.

Monday, November 4th

- We resume normal business hours.
- Online Banking is available. You will need to select the First Time User? link then follow the prompts to set up new login credentials.
- The new mobile app will be available for download within 5 – 10 business days after the system upgrade.

Password Requirements: A strong password is typically at least six characters with a combination of upper-case and lower-case letters, numbers and special characters.

Frequently Asked Questions

What is a core processing system?

A computer system used to maintain member's accounts and information as well as process transactions.

Is my personal data safe?

Yes, your personal data and account information will be safe and secure, as always.

Are my funds still safe and secure?

Yes, your funds are safe. All accounts will continue to be insured by the National Credit Union Administration (NCUA) Share Insurance Fund up to \$250,000 per account.

