

Subject: We're Updating Online and Mobile Banking!
Date: Wednesday, October 1, 2025 at 7:54:51 AM Central Daylight Time
From: URW Community FCU <no-reply@urwfcu.org>
To: Britney Petska <britneyp@bcm.io>



COMING SOON



A NEW EXPERIENCE IS COMING NOVEMBER 6TH.

Our new and improved system offers a powerful suite of digital services built for the way ***you want to bank***. It features all the same tools you use today, plus an all-new budgeting tool, easy access to your Credit Score information, consistent history across devices, enhanced security, a new Mobile Banking app with added capabilities and more!

What You Need To Know

Your account details will be available and ready to use within the new system including transaction history, bill pay payee information, scheduled payments and transfers, as well as eStatement and transfer settings.

Important Dates

SATURDAY, NOVEMBER 1

Last day to add new payees within Bill Pay. No new payees will be permitted after this date.

MONDAY, NOVEMBER 3

Start of System Downtime - You will no longer be able to access Online Banking, Bill Pay or our Mobile Banking app. These systems will be unavailable for the upgrade to take place.

THURSDAY, NOVEMBER 6

The new system will go live.

First Time Login

No changes to your login credentials are expected. When the new system is live on November 6th, log in using your existing Sign-on ID and Password. It is important that you know both of these prior to logging into the new system.

Enhanced Security

After entering your credentials, you will receive a text with a one-time passcode to verify your identity. Simply enter this passcode into the system and submit to securely login.

IMPORTANT:

To ensure a smooth first-time login, it is important that your Online Banking Profile includes your current mobile phone number. Please stop in to your nearest branch and we will be happy to update this for you.

NEW Mobile Banking app!

Our Mobile Banking app is also getting an update! Once the new system is live on November 6th, you can access our NEW Mobile Banking app by:

Opening our current mobile banking app, you will be redirected to our new mobile banking app where you can download the new app and login with your existing Sign-on ID and Password, as noted above.

OR

You can download our new app directly from your app store by searching for “URW Community Federal Credit Union.” You will then log in with your existing Sign-on ID and Password, as noted above.

Once the new app has been downloaded, you can delete the old app.

Questions?

Visit www.urwfcu.org for more information about the upgrade and to view helpful video tutorials. If you have questions or want to know more about our digital banking products, stop into your nearest branch and we will be happy to help!



URW COMMUNITY FCU
314 Lowes Drive (Main Branch) Danville, VA 24540

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Subject: Coming Soon: New Online & Mobile Banking!
Date: Friday, October 10, 2025 at 11:13:15 AM Central Daylight Time
From: URW Community FCU <no-reply@urwfcu.org>
To: Britney Petska <britneyp@bcm.io>



SYSTEM UPGRADE COMING SOON



On November 6th, we will be launching a new Online and Mobile Banking experience built for the way ***you want to bank.***

What You Need To Know

Your account details will be available and ready to use within the new system including transaction history, bill pay payee information, scheduled payments and transfers, as well as eStatement and transfer settings.

Important Dates

SATURDAY, NOVEMBER 1

Last day to add new payees within Bill Pay. No new payees will be permitted after this date.

MONDAY, NOVEMBER 3

Start of System Downtime - You will no longer be able to access Online Banking, Bill Pay or our Mobile Banking app. These systems will be unavailable for the upgrade to take place.

THURSDAY, NOVEMBER 6

The new system will go live.

First Time Login

IMPORTANT REMINDER! To ensure a smooth first-time login, it is important that your Online Banking Profile includes your current mobile phone number. Please stop into your nearest branch and we will be happy to update this for you.

Once the new system is live on November 6th, you will be able to login using your existing Sign-on ID and Password.

Enhanced Security

Upon your first login you will receive a text with a one-time passcode to verify your identity. You will simply enter this passcode into the system and submit to securely login.

First Time Login Reminders:

- If you utilize biometrics to access Mobile Banking, be sure you know your Sign-on ID and Password before November 6th.
- If you are unsure of your Sign-on ID, please can contact us for assistance.
- If you are unsure of your Password, you can easily reset this by selecting “Forgot Password” from the Online or Mobile Banking login screen and following the on-screen prompts.

NEW Mobile Banking app!

Our Mobile Banking app is also getting an update! Once the new system is live on November 6th, you can access our NEW Mobile Banking app by:

Opening our current mobile banking app, you will be redirected to our new mobile banking app where you can download the new app and login with your existing Sign-on ID and Password, as noted above.

OR

You can download our new app directly from your app store by searching for “URW Community Federal Credit Union.” You will then log in with your existing Sign-on ID and Password, as noted above.

Once the new app has been downloaded, you can delete the previous app.

Questions?

Visit www.urwfcu.org for more information about the upgrade and to view helpful video tutorials. If you have questions or want to know more about our digital banking products, stop into your nearest branch and we will be happy to help!



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314 Lowes Drive (Main Branch) Danville, VA 24540

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Subject: A New Online & Mobile Banking Experience is Here!
Date: Monday, October 13, 2025 at 10:31:58 AM Central Daylight Time
From: URW Community FCU <no-reply@urwfcu.org>
To: Britney Petska <britneyp@bcm.io>



The new Online and Mobile Banking experience is here!

We are excited to offer you an updated system with a user-friendly interface, improved functionality, increased security, and convenient features to help you achieve your financial goals and meet your everyday banking needs wherever you go.

It’s a powerful suite of digital services built for the way *you want to bank*.

First Time Login Process

From our Online Banking login area, log in using your existing **Sign-On ID** and **Password**. Upon logging in, you’ll receive a one-time passcode via text message sent to the mobile number we have on file. Simply enter this passcode into the system and submit it to securely log in.

Reminders:

- If you are unsure of your Sign-on ID, please can contact us for assistance.
- If you are unsure of your Password, you can easily reset this by selecting “Forgot Password” from the Online or Mobile Banking login screen and following the on-screen prompts.

Download our NEW Mobile Banking App!

It’s easy! Open our current mobile banking app, you will be redirected to our new mobile banking app where you can download the new app and login with your existing Sign-on ID and Password, as noted above.

OR

Download our new app directly from your app store by searching for “URW Community Federal Credit Union.” You can then login with your existing Sign-on ID and Password, as noted above.

Once the new app has been downloaded, you should delete the previous app.

NOTE: If you previously used biometrics to login, you will need to reestablish this feature within the new app.

Questions?

Visit www.urwfcu.org to learn more about our digital banking products and to view helpful video tutorials. If you have any questions, stop into your nearest branch and we will be happy to help!



URW COMMUNITY FCU
314 Lowes Drive (Main Branch) Danville, VA 24540

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Subject: Thank You!

Date: Monday, October 13, 2025 at 10:18:58 AM Central Daylight Time

From: URW Community FCU <no-reply@urwfcu.org>

To: Britney Petska <britneyp@bcm.io>



— THANK YOU! —

Thank You from URW Community Federal Credit Union!

Everyone at URW Community Federal Credit Union would like to extend our sincere thanks for your **patience and trust** as we recently upgraded our Online and Mobile Banking system. We truly hope the new experience has enhanced the way you manage your finances with us.

If you have any questions, concerns, or feedback about the new system or the overall upgrade process, we'd love to hear from you. Please visit your nearest branch — our team is always happy to assist you.

Thank you for your continued trust in URW Community Federal Credit Union. We value your membership and look forward to serving you now and in the future.



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