YOUR DIGITAL BAKING GUIDE

FRIENDLY REMINDERS
START HERE

HOW TO SET UP ALERTS

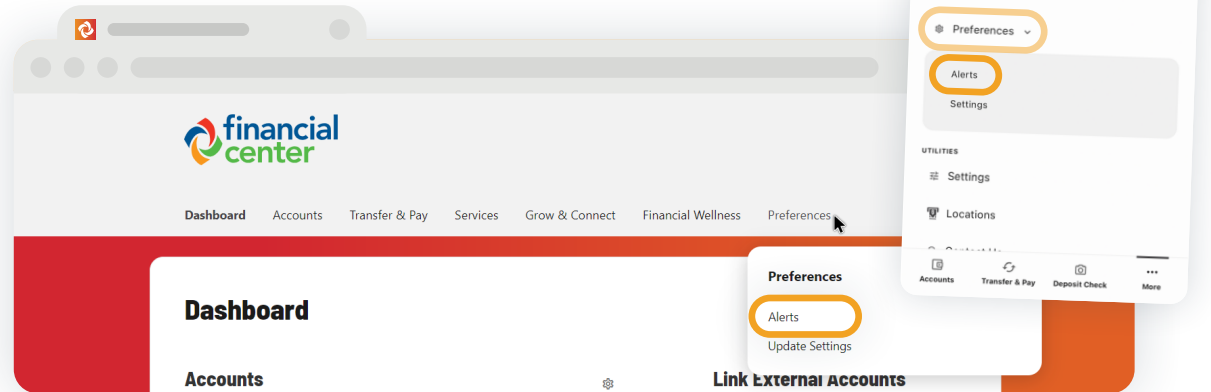financial center

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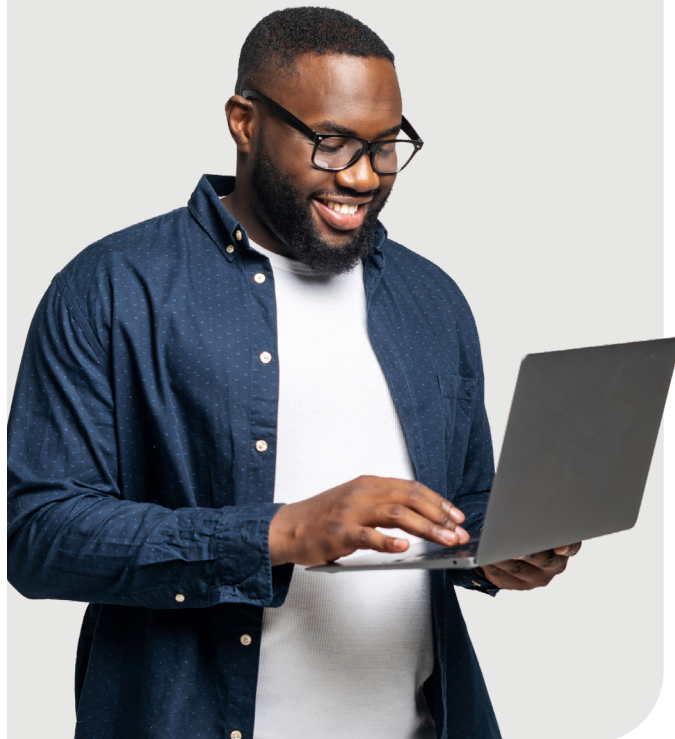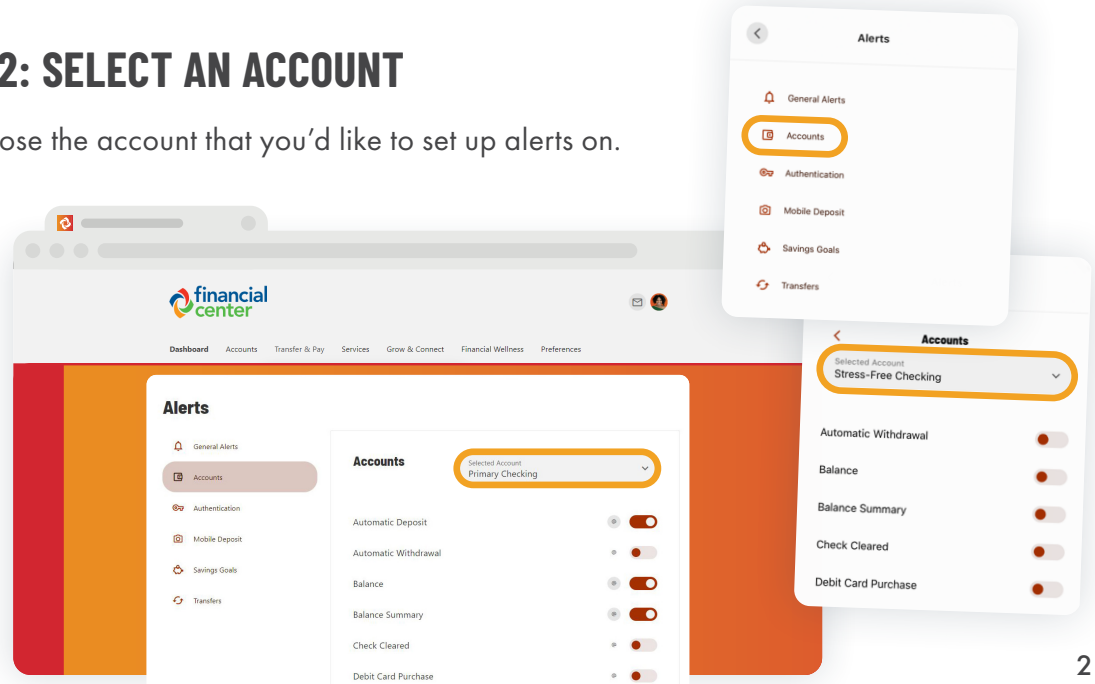
HOW TO SET UP ALERTS

STEP 1: NAVIGATE TO ALERTS

→ Log into your Online Banking or Mobile App.

→ Hover over **Preferences** on the top menu.

→ Select **Alerts.**

STEP 2: SELECT AN ACCOUNT

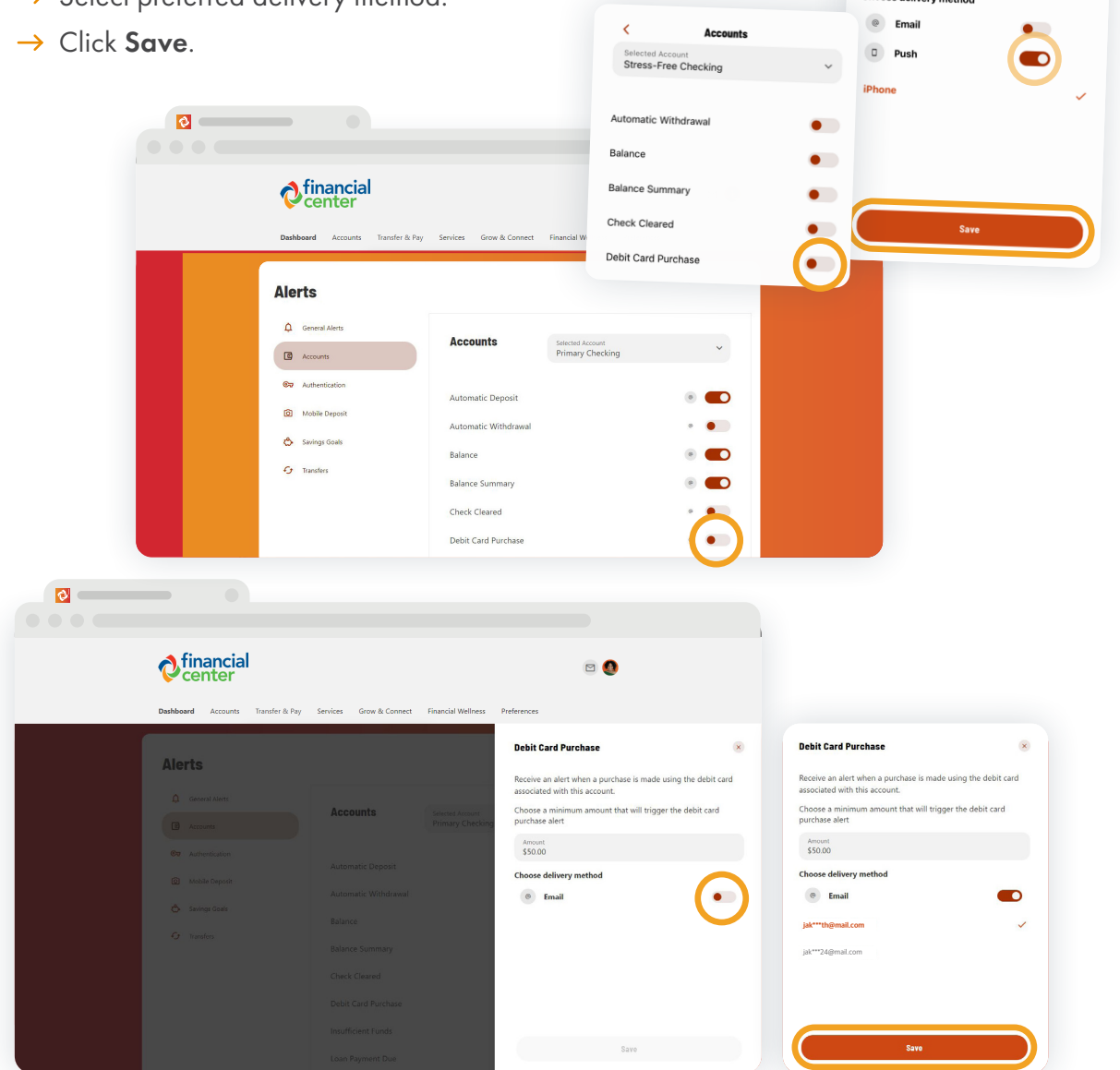→ Choose the account that you'd like to set up alerts on.

HOW TO SET UP ALERTS

STEP 3: TURN ON ALERTS

→ Switch on the alerts for the notifications you'd like to receive.

→ Select preferred delivery method.

→ Click **Save**.

FREQUENTLY ASKED QUESTIONS

Learn more about your new Digital Banking experience at **fcfcu.com/betterbanking** or call our dedicated hotline at **317.916.6104** for support.

Why should I set up alerts on my account?

Setting up alerts helps you stay on top of your finances by notifying you about important activity on your account. You can get real-time updates when a transaction occurs, when your balance reaches a specific threshold, or when your account security changes. Alerts help you manage your money proactively and avoid surprises!

What types of alerts can I set?

In our new Digital Banking platform, you can set the following types of alerts:
- **General Alerts:** Stay updated with account activity and important updates.
- **Accounts Alerts:** Receive notifications about your account balances, withdrawals, or deposits.
- **Authentication Alerts:** Be informed about login attempts or changes to your security settings.
- **Mobile Deposit Alerts:** Know when a mobile check deposit is successful or rejected.
- **Savings Goals Alerts:** Track your progress toward your goals with reminders or updates.
- **Transfer Alerts:** Get notified when a transfer has been successfully initiated or completed.

What happens to the TrueBalance feature of the previous digital banking?

The TrueBalance feature will sunset alongside our previous digital banking system. This former feature allowed you to manually input expected transactions to see how your balance would be impacted. In the new platform, we encourage you to use alerts to keep tabs on your money and stay updated when transactions occur. This way, you can track your balance in real-time and react immediately if something changes.

Why can't I select text alerts for notifications?

You first have to allow your cell phone to receive text messages. To do this, go to **Preferences** > **Settings** > **Contact.** Then, select the pencil to the right of your phone number. Click "**I would like to receive SMS Text Messages to this number**" > **Send Code via Text** > **Enter Code** > **Save Changes.** You will now be able to select your cell phone for text alerts!