

YOUR DIGITAL BAKING GUIDE

STAYING CONNECTED STARTS HERE

**HOW TO UPDATE YOUR
CONTACT INFORMATION**

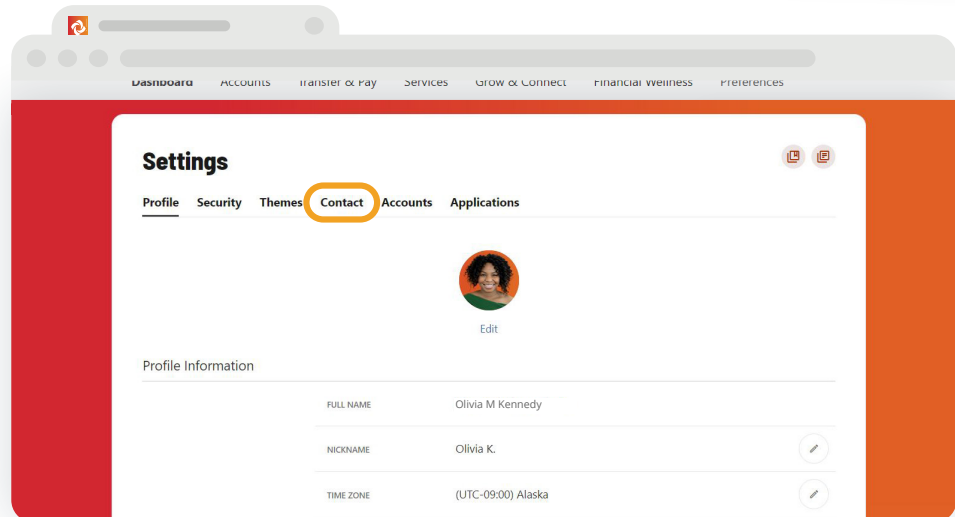
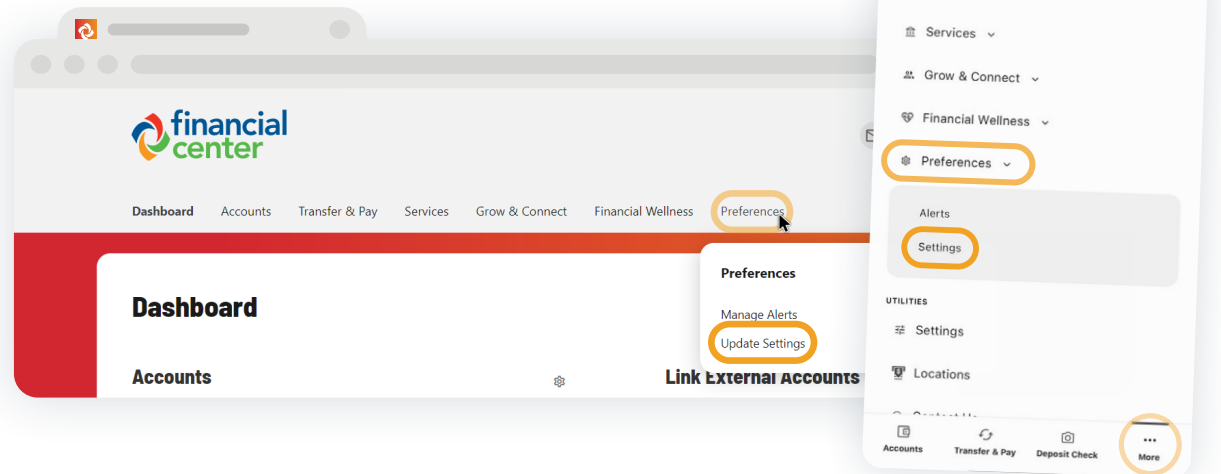


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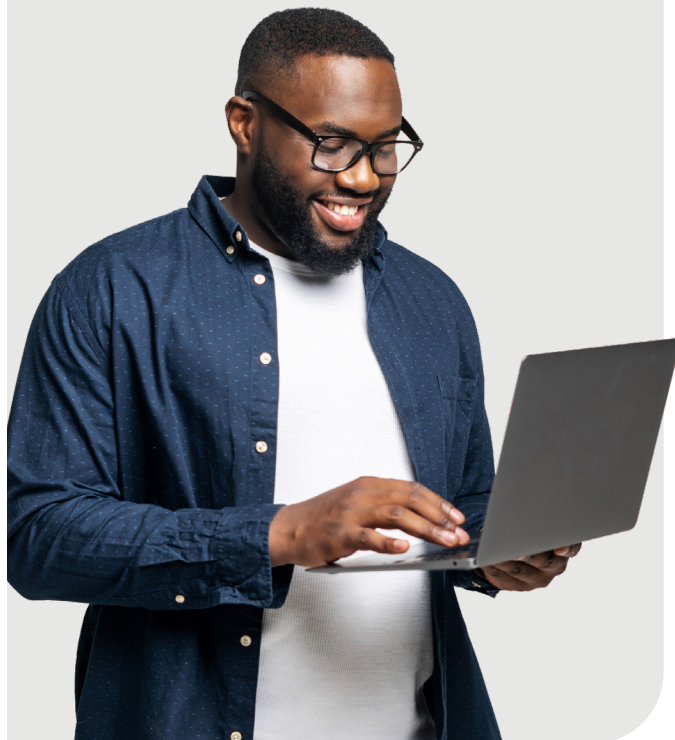


STEP 1: NAVIGATE TO YOUR CONTACT INFORMATION

- Log into your Online Banking or Mobile App.
- Hover over **Preferences** on the top menu.
- Click **Update Settings**.
- Select **Contact**.



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STEP 2: MAKE UPDATES AND SAVE

- Click the pencil icon to the right of your desired information to update.
- Based on what information you adjust, you may be prompted to verify your identity with a text message, email, or phone call.
- Click **Save**.

The top screenshot shows the 'Settings' page with the 'Contact' tab selected. The 'Phone Numbers' section lists three numbers: HOME, MOBILE, and WORK. The MOBILE number is highlighted with a yellow circle, and a pencil icon is visible to its right.

The bottom screenshot shows the 'Settings' page with the MOBILE number field highlighted. Below the field, there is a checkbox labeled 'I Would Like To Receive SMS Text Messages To This Number' and a 'Save Changes' button.

The 'Verification Needed' dialog box is shown on the right, with the following text:

Verification Needed

Please verify your identity before completing this action.

Text Email Call

The verification code will be sent to your phone via SMS.
Standard messaging rates apply.

Cancel Send Code

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 update my contact information?

Keeping your contact information up to date ensures you receive important notifications, account updates, and offers that may benefit you. It also helps us provide better service in case we need to reach you.

What information can I update in Digital Banking?

You can update your email address, phone number, and mailing address in Digital Banking. If you need to change other personal details, please contact our Member Services team.

Will my contact information update instantly?

Yes, updates made in Digital Banking are processed immediately, so your new contact details will take effect right away!