

## Technology at the Credit Union

Innovation in technology affects all aspects of our lives. Community First FCU embraces new technologies to bring better service to our members. In the last 10 years or so we have worked to use technology to keep your information safe and secure while offering more robust ways of access to your money.

We added a mobile app with biometric identification access. In other words, you can use your fingerprint, voice, or facial recognition to log into your online banking when using the mobile app. Also in our online banking, we added the LoanPay Xpress functionality. LoanPay Xpress allows you to pay your loans at CFFCU from another bank account or card. You may also submit travel notifications or limit changes for debit and credit cards via online banking. Our debit and credit cards gained extra security when we upgraded to having the chip in them.

In late 2023 we opened our Digital Drive-Thru at our Howard City location. The Digital Drive-Thru allows you to drive up to the kiosk that looks like an ATM. The machine in the kiosk can function as a normal ATM or you can select 'Touch Screen to Speak with a Teller'. When you select that option, you interact with a live person who works at CFFCU. For more information and to learn a little bit about our first Digital Drive-Thru Specialist, listen to our Community Share available on January 23, 2024.

Community Share is our podcast which provides insight and education into financial topics and credit unions. Currently, Community Share is available on our website and Spotify. A new episode is released the fourth Tuesday of each month.

We invite you to check out the innovations that CFFCU provides. We strive to be and to make our community Amazing People Creating Financial Freedom.

Written by:

Brandi Caverly, NCP

Accounting Specialist

*Brandi has over twelve years of experience with Community First Federal Credit Union. Brandi is also a certified National Check Professional.*

***This information has been prepared for general informational purposes only and is not offered as and does not constitute legal advice.***