



# What You Need to Know About the New Digital Banking Experience

On **July 15, 2025**, AgFed's new digital banking platform will go live with a sleek new design, better security, and smarter tools to make managing your money easier than ever. Whether you're on your phone, tablet, or desktop, you'll enjoy faster access, more features, and a fresh, personalized experience.

## What You Need to Know Re-Enrollment Required

You'll need to re-enroll in the new system using your member number which can be found in the current online banking platform.

## System Downtime

Online and mobile banking will be **temporarily offline** the evening of **July 14** and will return the morning of **July 15**.

## What to do now:

- Log into the current Online Banking platform and notate your payees, amounts, and schedule dates.
- Save that info so you can easily re-create it in the new platform on July 15.

## Transfers: Mostly Seamless, but Double-Check

- The current external transfer service ends **July 7**. Most transfer details will carry **over** to the new system automatically.
- Transfers scheduled between **July 8 and 14** will be **processed on July 15**.
- After **July 15**, transfers will **continue as usual** but it's still a good idea to review them after your first login to the new system.

## Important: Bill Pay will NOT Transfer

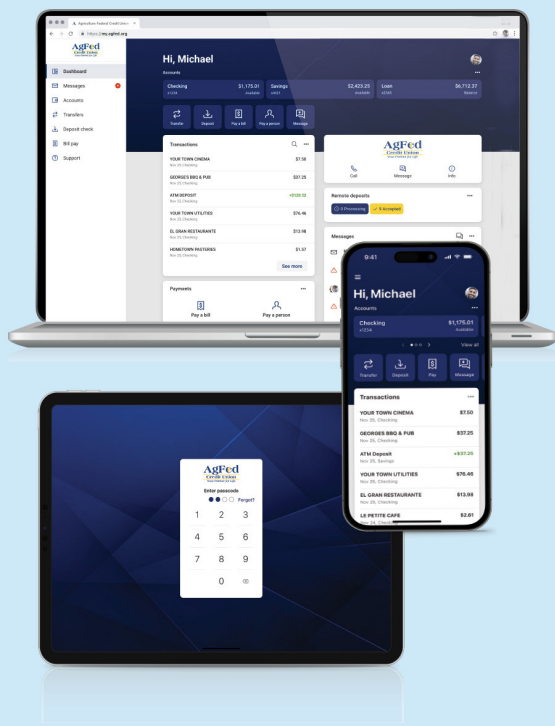
If you use Bill Pay, **you must take action before July 15** to avoid disruption.

- Your current payees and scheduled payments will not move over to the new system.
- Any payments scheduled for **July 15** or later will be **canceled**.
- Paper checks already in process may still be delivered.
- You'll need to **re-enter your bill pay information** in the new system after it launches.

## Other Things to Know

- **Alerts** will not carry over to the new system: You'll need to reconfigure any balance or transaction alerts once you're in the new system.
- **Zelle Users:** If you've used Zelle before, you'll need to re-enroll in the new platform. Zelle will be unavailable on **July 14** and return the evening of **July 15**.

## Next: Getting Started + What's New >>>



## CONTACT US

**24/7 Member Services:**  
(202) 479-2270

**24/7 Online Banking**  
www.agfed.org  
Email us: members@agfed.org

**24-hour Loan by Phone:**  
(888) 451-LOAN (5626)

**24-hour Telephone Banking:**  
A.R.T. (Audio Response Teller):  
(202) 488-3130 or (800) 872-2328

**Mailing Address:**  
P.O. Box 2225, Merrifield, VA 22116-9998

**USDA South Building Branch**  
1400 Independence Ave., SW, RM SM-2  
Washington, DC 20250

**George Washington Carver Center Branch**  
5601 Sunnyside Ave., RM 1-1180  
Beltsville, MD 20705

*Credit Union Service Centers  
are available nationwide.*

## Get Ready for July 15



**Locate your member number**



**Record your bill pay details**



**Make note of your transfers**



**View more details at agfed.org**



**AgFed**  
**Credit Union**  
*Your Partner for Life*



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# Getting Started + What's New

## First Time Setup

When the new system launches on the morning of July 15, you'll go through a quick one-time setup. After that, you'll be able to use the same login for both online and mobile banking.

## Online Banking Setup

1. Visit agfed.org and click "First time user? Enroll Now"
2. Enter the following information:
  - Social Security Number
  - Member Number
  - Email Address
  - Phone Number
3. Set up 2-step verification for added security
4. Create your username and password
5. Accept the Digital Banking Terms of Use

## Mobile Banking Setup

1. Download the new AgFed Credit Union app from the Apple or Google Play Store
2. Log in with your new username and password
3. Complete the 2-step verification process
4. Set a mobile passcode for quicker future logins

If supported, you can also enable fingerprint or facial recognition for secure access.

## New Features You'll Love

This isn't just a system upgrade, it's a whole new way to bank smarter, faster, and more securely.

## Customizable Dashboard

Tailor your home screen to fit your needs for quicker navigation.

## Smarter Transactions

Add notes, tags, or images to keep your finances organized.

## Streamlined Transfers

Easily move money between AgFed accounts or to and from other financial institutions.

## Mobile Check Deposit

Deposit checks quickly using your phone or tablet.

## Real-Time Alerts

Stay up-to-date with customizable notifications for account activity.

## Paperless Statements

Securely view, download, and manage your statements/notices online.

If you have questions or need support during the transition, we're here to help. You can reach us by phone at (202) 479-2270, email us at members@agfed.org, or visit agfed.org for FAQs, how-to guides, and the latest updates.