What You Need to Know

Key Dates:

- **Friday, April 25th, 7:00 PM CST :** SWACU starts the conversion process. Online Banking, including the SWACU Mobile app, will go offline and then on Saturday, April 26th switch to a read-only mode. You will still be able to view transactions (such as checks posted, debit and ACH transactions), but you cannot conduct any new Online Banking transactions.

- **Friday, April 25th at 7:00 PM CST – Sunday, April 27th**: Mobile deposit will be unavailable. Plan ahead and complete any necessary deposits before this period.

- **Monday, April 28th**: The new SWACU Online Banking system goes live! You will need to re-register your login credentials. Once the upgrade is complete, you will need to enroll for mobile deposit. SWACU will confirm your access and notify you when you are approved.

What You Need to Do

1. Ensure We Have Updated Contact Information

- Visit our What's New at SWACU page for real-time updates and FAQs.

2. Prepare for the Transition

- Gather your member number, social security number, email address, and phone number that you have on your SWACU account. You will need these to reset your login on Monday, April 28th.

3. Download the New SWACU Online Banking App (Starting April 28th) from the Apple App Store or Google Play Store

Search for "SWACU" in your app store and download the new app.

Delete the old "SWACU Mobile" app to ensure you have access to the latest features and security updates.

If you use biometrics (Face ID or fingerprint login), you will need to set it up again in the new app.

We Are Here to Help

We appreciate your patience and are committed to making this upgrade as smooth as possible. You can also visit our What's New at SWACU page for the latest details and FAQs.

Once we go live with our NEW Online Banking our member service team will have extended hours to assist you:

Monday, April 28th – Friday, May 2nd from **8:00 AM to 7:00 PM CST**, and on **Saturday, May 3rd** from **9:00 AM to 1:00 PM CST**. **Contact us at 800-262-5325.**
Thank you for being a valued member of SWACU!