

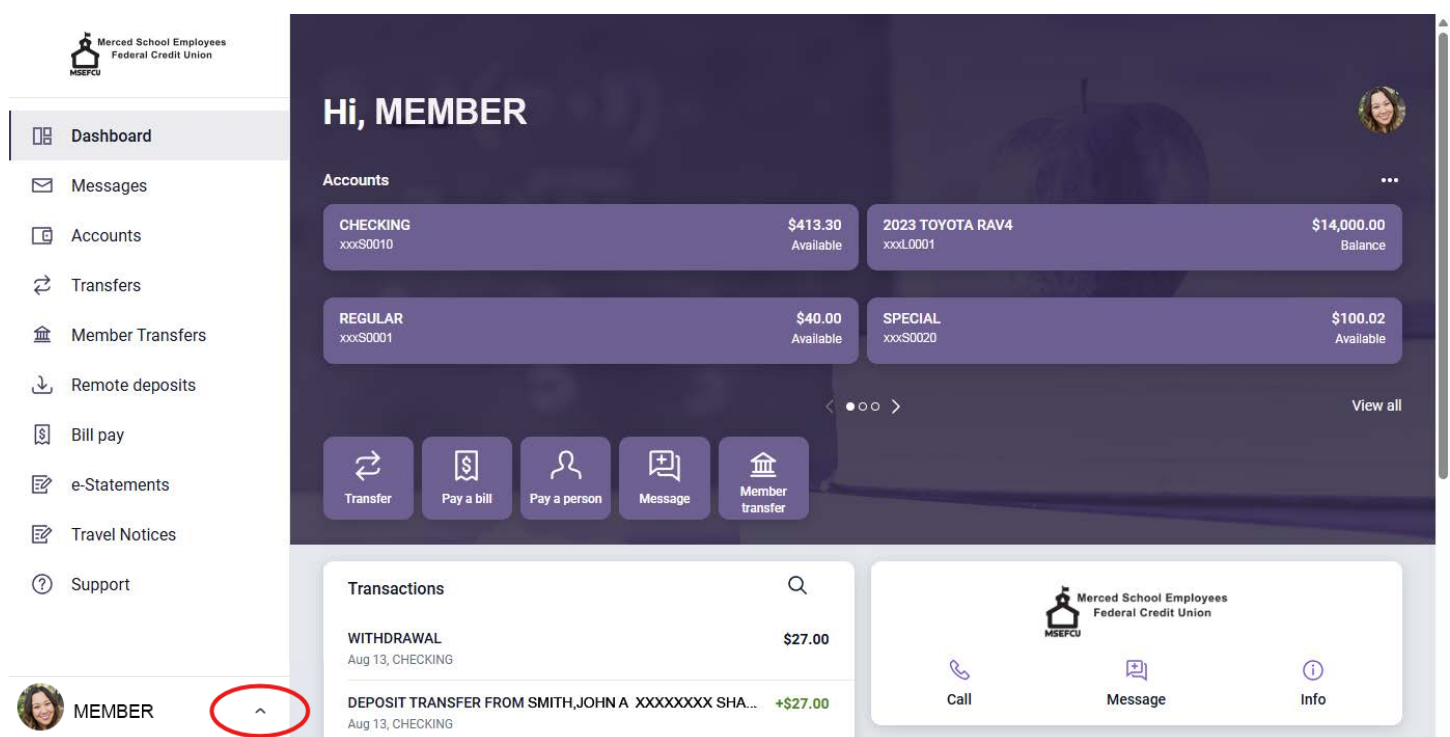
Keeping Your Contact Information Up to Date

It's important to keep your contact details current so you don't miss important account information, alerts, or security updates. Follow the steps below to review and update your phone number, email, and mailing address—whether you're using cu@home Online Banking, the MSEFCU Mobile App, or visiting us in person.

Update/Verify Your Contact Info (Within cu@home Online Banking)

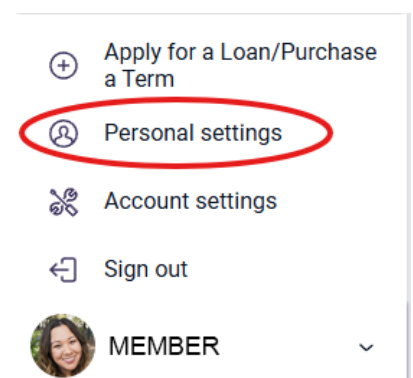
Open Your Profile Menu

After logging in to cu@home, click the upward-facing arrow icon next to your photo at the bottom left of the screen, underneath the main menu.



Go to Personal Settings

From the profile menu, select Personal Settings in the drop-up list.



Edit Your Information

In Personal Settings, you can update your profile photo, preferred first name, mailing address, email, and phone numbers by selecting the purple text beneath each section.

Note: Your address *must* be a physical address; *P.O. Boxes cannot be used.*

Merced School Employees Federal Credit Union

Settings

PERSONAL

- Profile
- Security
- Alerts
- User agreement

ACCOUNTS

- Merced School Employees Federal Credit Union
- + Add account
- Apply for a Loan/Purchase a Term

Profile

MEMBER NAME

Edit preferred first name

Member number

Show member number

Address

123 ANY STREET,
ANY CITY, STATE, ZIP

Edit address

Email

MEMBERNAME123@GMAIL.COM

Edit email

Phone

Home
(000) 000 - 0000

Mobile
(000) 000 - 0000

Edit phone numbers

Follow the Prompts to Save

You'll be asked to reenter your password to confirm your identity before making changes. Follow the on-screen prompts and tap Save.

Submit Changes for Approval

Important: When you make changes, your updates are submitted as a request and will remain pending for approval.

Our staff will follow up with you to verify and complete the update.

Merced School Employees Federal Credit Union

Confirm your credentials to continue

Password

Confirm password

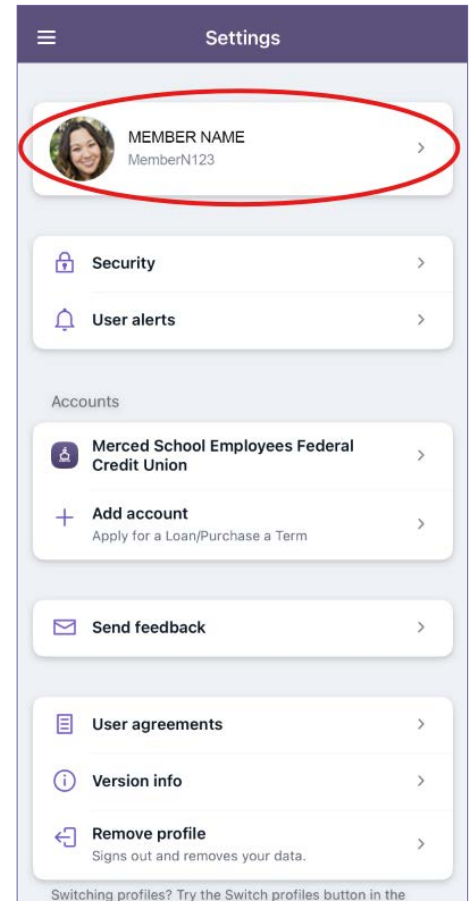
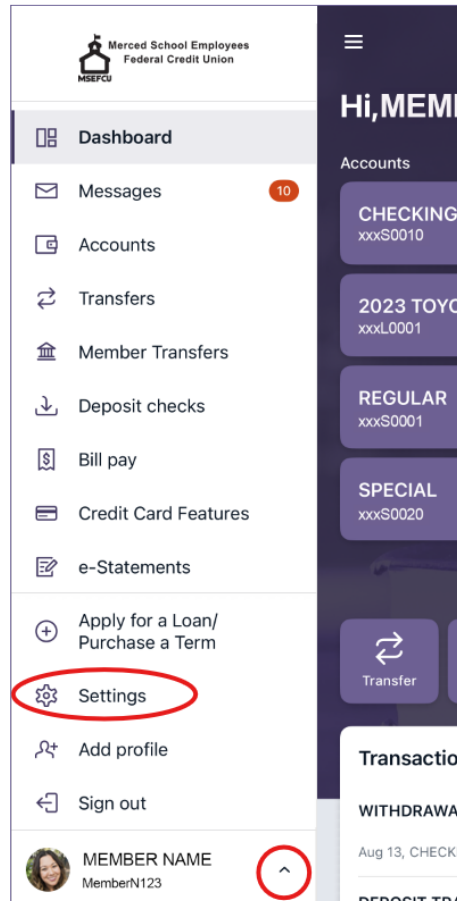
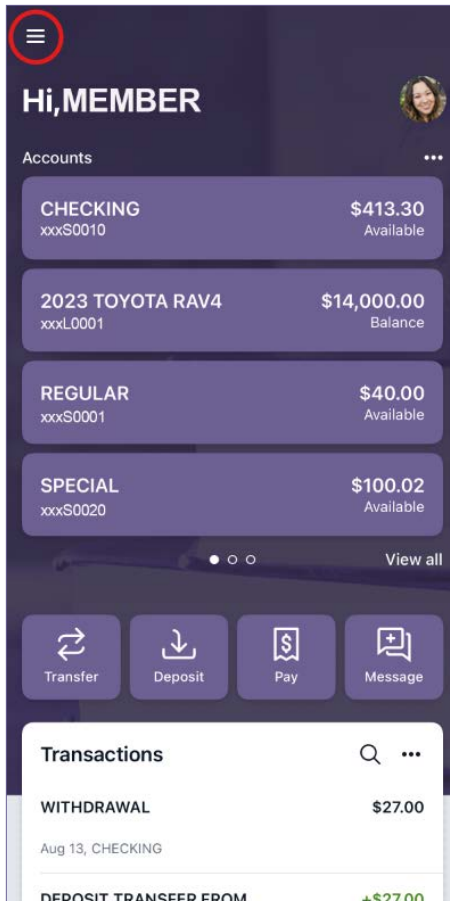
Confirm with a passkey

Update/Verify Your Contact Info

(Within the MSEFCU Mobile App)

Access Your Profile Settings

After logging in to the MSEFCU Mobile App, tap the Menu icon in the top left corner of your screen. Next, tap the upward-facing arrow next to your name and username at the bottom of the main menu, then select Settings from the pop-up list. Finally, tap on Profile Details to access your account information.



Edit Your Information

In your profile settings, you can update your profile photo, preferred first name, mailing address, email, and phone numbers by selecting the purple “edit” text next to each section.

Note: Your address must be a physical address; P.O. Boxes cannot be used.

Follow the Prompts to Save

You’ll be asked to reenter your password to confirm your identity before making changes.

Submit Changes for Approval

Any changes will be submitted as a request, pending approval, and our staff will follow up to verify and complete the update.

Update/Verify Your Contact Info

(In-Person at an MSEFCU Branch)

Visit a Branch Near You

Prefer face-to-face assistance? Stop by your nearest branch and let one of our friendly staff members assist you. We'll walk you through the process and make sure your information is updated accurately.

Fill Out a Change Request

We'll provide a Change of Address Form (or a similar document) for you to complete. This form allows us to update your mailing address, phone number, and other contact details in our system. **Note:** *Your address must be a physical address; P.O. Boxes cannot be used.*

CHANGE OF ADDRESS FORM

Member Number:				Primary Only:	<input type="checkbox"/>	Joint Only:	<input type="checkbox"/>	ALL:	<input type="checkbox"/>
Primary Name:				Joint Name:					
New Street Address:				(City)	(State)	(Zip)			
P.O. Box:	Add: <input type="checkbox"/>	Remove: <input type="checkbox"/>	P.O. Box No.:		(City)	(State)	(Zip)		
Email Address:	Primary: _____			Joint:	_____				
Phone Number:	Primary: (____) _____			Joint:	(____) _____				
Additional Phone Number:	(____) _____			<input type="checkbox"/> Home	<input type="checkbox"/> Work				
VISA: 473087003 _____				*Include if there is a Visa on account					
				Updated By:	<input type="checkbox"/> Phone	<input type="checkbox"/> Person	<input type="checkbox"/> Mail	<input type="checkbox"/> Post Office	

Also change these accounts, (I am a signer on these accounts):

No.:	_____	No.:	_____	Member Signature: X _____	Date: ____/____/____
No.:	_____	No.:	_____		

Posted to:	<input type="checkbox"/> Symitar Date _____	Employee _____	For C.U. Use Only	Accepted by (Initials & Teller No.): _____
	<input type="checkbox"/> VISA Date _____	Employee _____		

Quick and Easy

Once you've filled out and signed the form, we'll take care of the rest! Your information will be updated promptly, and you'll be all set.