Morris County | Essex County | Somerset County | Union County

picatinny *federal credit union



Important Notice

We're upgrading your banking experience!

Dear Valued Member,

We're excited to share that our system upgrade is now live! While we continue working through the final enhancements and updates, we're already seeing the benefits of this exciting transition. Thank you for your patience, support, and understanding throughout the process.

To help make your experience as smooth as possible, we've compiled answers to some of the most common questions we're receiving. The information below may save you a call and help you get back to managing your accounts quickly and confidently.

Download the New Mobile App

Members must download the new **Picatinny FCU Mobile App.** To download the app, simply visit the app store on your device and search for "Picatinny Federal Credit Union." Once downloaded, log in using your existing Online Banking username and password.

Tip: Before logging in, please verify that you know your Online Banking username and password to ensure a seamless experience.

Apple App Store **Google Play Store**

Actions You May Need to Take

As part of the upgrade, some settings and connections may need to be re-established:

- Re-create any member-to-member transfers
- Re-establish any external account transfer links, if applicable
- Review and update any account alerts and notifications
- Verify scheduled transfers and bill payments
- Confirm loan payment settings and recurring loan transfers
- Update your mobile app if you have not already done so

We're Here to Help

As we continue working through the final stages of the system upgrade, some services and features may still be undergoing updates. We encourage members

to first explore Online Banking and the new Mobile App, where many transactions and account services are available.

Please note that due to increased member inquiries related to the system upgrade, **Contact Center wait times may be longer than usual**. Before calling, we recommend reviewing the information above and checking whether your request can be completed through Online Banking or the mobile app.

If you still need assistance, our team is ready to help and appreciates your patience as we work to deliver an enhanced banking experience.

Thank you for your understanding and for being a valued member of Picatinny Federal Credit Union.

visit our system upgrade hub

"Caring about our family of members by offering financial solutions to help them achieve their goals and realize their dreams."

Dover: 100 Mineral Springs Dr., Dover, NJ, 07801
Denville: 340 East Main Street, Denville, NJ, 07834
Parsippany: 200 Baldwin Road, Parsippany, NJ 07054
Mt Olive: 10 International Drive-South, Flanders, NJ, 07836
Arsenal Branch: (Restricted Access) ARDEC Building 30 S, Picatinny Arsenal, NJ, 07806

Phone: (973)-361-5225
Email: contactus@picacreditunion.com
Visit us at PicaCreditUnion.com

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EQUAL HOUSING LENDER

Federally insured by NCUA. This service message was delivered to you as a member of Picatinny Federal Credit Union. If you are concerned about the authenticity of this message, please contact the credit union at 973-361-5225. In addition, PFCU will not request password, pin or personal identity information via email.