



Online Banking Conversion FAQs

How will I be affected?

- Your password will be reset to the last 6 digits of the primary member's social security number on your first log in.
- You will need to reset your password after May 20th when you log in for the first time.
- If you use our mobile app, you will be asked to update your Voyage app sometime on May 20th once the Apple & Google Play stores push the updates through. We do not have an exact time this will happen.

Will my username/logon ID change?

- No, this will remain the same as your original.

What will happen with my scheduled payments?

- All of your BillPay payees and scheduled payments will not be affected.

Will I lose my account history with the new online banking?

- No, all of your account history will be available to you!

Will I still be able to use PopMoney?

- No, PopMoney will be replaced with *Zelle*. You can learn more about our new partnership with *Zelle* at www.voyagefcu.org/zelle

