

Online and Mobile Banking 2.0

Frequently Asked Questions (FAQ)



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Q. When is Online and Mobile Banking 2.0 going to be available?

A. Online and Mobile Banking 2.0 will be available the morning of Tuesday, June 16th.

Q. Will there be any downtime for this upgrade?

A. Online and Mobile Banking will be unavailable from 6PM on Monday, June 15th through at least 5AM on Tuesday, June 16th. Audio Response and Shared Branching will still be available during these times.

Q. Will my login information change?

A. No, your current login information will remain the same in the upgraded system.

Q. Will my current challenge questions be in the upgraded system?

A. No, we are utilizing enhanced security protocols in the upgraded system and it will utilize One-Time-Passcodes that are sent to you via SMS Text Message, Phone Call or an E-mail. It uses your contact information that American Lake CU has already, so please be sure we have your current contact information.

Q. Does this upgrade impact my Debit or Credit MasterCard?

A. No, this upgrade is only to how you interact with Online and Mobile Banking. It does not impact any of our other systems, so your Debit and Credit MasterCard will be unaffected.

Q. How will my Mobile App be updated?

A. For iOS devices, this should be a standard App Update through the App Store®. For Android devices, you will need to delete the current app on June 16th and download the new one from Google Play App Store®.

Q. Will Remote Deposit Capture (RDC) be available in Mobile Banking 2.0?

A. Yes, RDC will be available in both iOS and Android devices. Funds Availability will apply on all deposited items.

Q. Will my previous eStatements be available in the upgraded system?

A. Yes, they will be available in Online and Mobile Banking 2.0 (previously eStatements were only available via Online Banking).

Q. Where can I find more information about Online and Mobile Banking 2.0?

A. Visit www.americanlake.org and click the Online and Mobile Banking 2.0 banner to visit the resource page. You can also call us at (253) 584-0079 or 1-800-244-0874.