



- 1. When I go into an office, what information will I need to give to the teller to do a transaction?** Because the new system is member-centric, rather than account-centric, all accounts you have a relationship on can be looked up by giving us 1) your name, 2) your social security number, or 3) an individual account number of yours. Then instruct the teller what you want to do, such as make a withdrawal, transfer, payment or deposit, and which account they should use.
- 2. Will my Minnco ATM, debit and credit card work during enhancement weekend?** Yes, all Minnco cards will continue to work, though daily limits may apply.
- 3. Will my user names and passwords change for eBranch and MinncoMobile?** Yes, current online banking members will be receiving a mailing during March that will explain the temporary credentials they will need to use to log into eBranch/ MinncoMobile for the first time after April 1, 2019. Once logged in, you will be prompted to change your username and password.
- 4. Will I be able to see my joint accounts in eBranch?** Yes, one of the great features of our new online banking is that you will see all accounts that you are primary on AND all the accounts that you have a joint relationship with!
- 5. If I am joint on someone else's savings account but not their checking, will I see both of those accounts within eBranch?** No, you will only see the savings accounts because that is the only one you have a joint relationship with.
- 6. If I want my accountant (or someone else) to have access to my online banking, do I have to give them my login information?** No. An added feature of the new online banking is that you can assign shared access to someone else within eBranch. Once you grant access, that person will be assigned their own login information and will only be able to see what you give them access to.
- 7. Will all of my history still be available in eBranch?** Yes! You will see all of your transaction history. Not only that, but if you are currently signed up for eStatements, that history will be there as well!
- 8. Will I have to re-do all of my billers in ePay?** No! Billers, history and scheduled payments will all transfer over.
- 9. Will I be able to make a payment to my Minnco credit card in online banking?** This will work the same way it does today. eBranch will show balance information for your credit cards and you will be able to go directly to the credit card site to make payments.
- 10. Will I receive one statement for all the accounts I am on?** Yes, all accounts you are PRIMARY on will be included in your statement. Note: while you will see joint accounts in eBranch, your statements (both electronic and print) will only contain primary accounts.
- 11. Who do I call for help with online questions, statement questions, card questions, etc.?** Call Minnco at 763-689-1071 or 1-866-4MINNCO and follow the prompts. After April 1, 2019 prompts will be updated; please listen to the entire menu before making your choice.