



The NEW Online Banking Experience is Coming Soon!

We are thrilled to introduce our brand-new **online and mobile banking platform**, designed to give you a faster, smarter, and more secure way to manage your money.

With a modern layout and enhanced functional features, you can now bank on your own terms—anytime, anywhere.

TUESDAY, OCTOBER 27th, 2026

Our New Digital Banking Platform Officially Goes Live!

HOW TO LOG IN FOR THE FIRST TIME

Step 1: Visit www.BNCCU.org - and use the **Member Login** or **Update** your mobile banking application to the new version and access through your favorite mobile device.

Step 2: Enter Temporary Credentials - Enter your current **BNCCU Online ID / Member # (xxxxx-xx)** as your username and input the **last 4 digits of your Social Security Number** as your initial password.

Step 3: Complete Identity Verification - Authenticate your device via the secure one-time passcode verification steps. One-time passcode has the delivery option of email, text or call depending on the information you have on file with BNCCU. You may choose to select **'trust this device'** to skip this authentication step for future access points.

Step 4: Update Access Details - Update your username if desired and create a new password.

Step 5: Accept the updated Terms and Conditions - You **MUST** click to open the PDF before you are able to toggle your acceptance of the agreement.

Step 6: Access Your Dashboard - Select an account to view and **explore the new platform!**

Frequently Asked Questions (FAQ)

Q: Do I need to go to a different place to login?

No. You will still login through our website under "Member Login" or through our Mobile Banking app. On October 27th, you will automatically be directed to the new platform.

Q: Why do I need an Identity Verification code?

This is an additional security feature to protect your account(s). You can receive the code by text, voice, or email. Don't see your cell phone number listed? Call us to update your contact information!

Q: Will my scheduled transfers and bill payments still go through?

Yes. Any automated internal profile transfers and bill payments you have previously configured will continue to process without interruption on the new platform. Your complete historical payment tracking data, saved lists of transactional payees, and scheduled transactions will safely migrate across.

Q: Will I need to download an entirely new mobile app?

No. We will issue an update to our current app on October 26th. You will need to download an "update," but not a new app from the app store. Most devices will prompt you to update the app when the new version is available if you do not have auto-update enabled.

Q: Why is the system forcing me to open a PDF file for the Terms and Conditions?

For compliance tracking and safety, consumer protection laws require that members have access to review updated disclosure policies.

Q: What should I do if I find myself locked out or get stuck?

Do not worry! We are here to assist you through the setup process. Simply call us at **816.474.5610** or stop by the credit union.