

FDSB CONNECTED

Coming Soon

Below are general FAQs when updating to FDSB Connected.

1. Will I be required to download a new app?

Yes, you will need to download a new app from the app store. You will want to delete the old app from your device.

2. Will my login information remain the same?

Yes, your username and password will remain the same. Once you login with your credentials, you will be given the opportunity to reactivate your biometric login (fingerprint/face ID).

3. Will my security questions remain the same?

We are discontinuing the security questions. Instead, we will use enhanced security known as multi-factor authentication. A code will be sent to your phone number. You may choose to receive a phone call or text. The code must be entered at initial log-in on a new device. Call your local branch to make sure we have the most up-to-date information on file.

4. Will my scheduled transfers that have been previously set up remain the same?

Yes, your scheduled transfers will transfer to the new platform and no further action is required on your part.

5. Will my payees and scheduled payments in Bill Pay that have been previously set up remain the same?

Yes, your payees and scheduled payments in Bill Pay will transfer to the new platform and no further action is required on your part.

6. Will the alerts and protections I have set up on my account and debit card remain the same?

No, you will need to set new alerts and protections on your account and debit card in the new app.

7. Will I be able to access my statements on my mobile device?

Yes, you will have the ability to access your statements on any device. You will need to select the Documents button and activate your statements. Seven years' worth of statements will be available.