



EXCITING CHANGES ARE COMING TO NKFCU!

A NEW ONLINE BANKING
EXPERIENCE LAUNCHES JULY 1, 2026



Northern Kentucky
FEDERAL CREDIT UNION

Big Improvements Are Coming to NKFCU!

We are updating our system to enhance your overall experience!

What to get excited about:

- New products and features
- Easier navigation with a user-friendly design
- A smoother, more streamlined online and mobile banking platform

This is a brand-new system; all members will create a new login the first time they access Home Banking after June 30th. This one-time step helps ensure a secure transition to the upgraded platform.

We'll share reminders, instructions, and helpful tips as we get closer to launch day, so the process is simple and stress-free. We appreciate your patience and support as we move forward with these exciting technological advancements! Please be aware that service may be temporarily interrupted between June 30th and July 3rd while we update. Check the back of this page for FAQ.

Is Your Account Up To Date?

Keeping your address, phone number, email, and identification up to date helps us:

- Send important account notifications
- Protect your account from fraud
- Provide faster service when you need assistance

Updating your information is quick and easy!

You can:

Log into Home Banking at www.nkfcu.org

Call us at (859) 441-3405

Stop by one of our branches and our team will be happy to help.

Thank You For Choosing NKFCU

We're proud to serve you and are excited to bring you an even better banking experience in the months ahead as part of our ongoing promise to serve you better.



FAQ: NEW TECHNOLOGY COMING TO NKFCU JULY 1, 2026

What is changing?

NKFCU is upgrading our banking system to provide a more modern and user-friendly experience for our members.

Beginning July 1st, members will notice an updated design, improved navigation, and enhanced security features when accessing Online Banking.

Why is NKFCU making this change?

We are upgrading our technology to better serve our members. The new system will provide:

- Easier navigation and account management
- A smoother and more modern online banking experience

This upgrade helps ensure NKFCU can continue offering the best technology and digital banking services.

Will Online Banking look different?

Yes. The new system will have a fresh design and updated layout that makes it easier to find what you need, whether you're checking balances, transferring money, or reviewing transactions.

Will I need to create a new login?

Yes. This is a brand-new system; all members will need to create a new login the first time they access Online Banking after June 30th.

This one-time step helps ensure a secure transition to the upgraded platform.

Will any Banking Services be unavailable during the upgrade?

While we expect the transition to be smooth, there may be disruptions with online banking and card services between June 30th and July 3rd while the new system is being installed.

We appreciate your patience as we complete this upgrade and work to bring you an improved banking experience.

Will the Credit Union be closed for the conversion?

The credit union will be closed on July 1, 2026, to make the updates to the banking system. We apologize for any inconvenience this may cause. We appreciate your patience during this technology upgrade. Our staff is working very hard to make this an efficient transition.

How do I update my information?

You can update your contact information by:

- Logging into Online Banking at www.nkfcu.org
 - Calling (859) 441-3405
 - Visiting any NKFCU branch location
- Our team will be happy to help.

Who can I contact if I have questions?

If you have any questions about the upgrade, please contact NKFCU at:

(859) 441-3405
www.nkfcu.org

Our team is here to help make the transition as smooth as possible.