Online Banking

update...
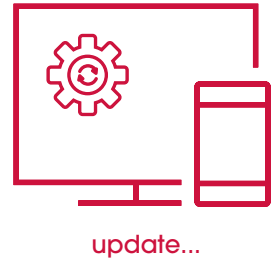
Dear Sovita Credit Union Members,

Thank you for your continued patience and understanding as we upgrade our system to better serve you. We want to inform you of upcoming changes to the online banking system.

Effective April 2, 2025, all members must re-enroll in online banking from our website at sovitacu.org or via the new mobile app.

The new mobile app will look different:

Old App → New App

Download the new Sovita app from the Apple or Google app store starting April 2nd.

Apple   Google

Login instructions:
- **Select:** First time user? Enroll now
- **Enter Primary Member SSN**
- **Enter Member Number**
- **Enter Email Address**
- **Enter Phone Number**

All information (except email address) must match what is on record for your account. Please review the information on file for your account.

- **Click** "Next"
  You will now enroll in 2-Step Verification
- **Click** "Get Started"
- **Enter the phone number on file for the account**
  Click "Next"
- **Select how you will receive codes**
  either via text message/SMS or via phone call
  Click "Send Code"
- **Enter the code sent via text message or phone call**
  Click "Verify" (online only) or "Next" (app only)
- **Accept** the User Agreement
- **Create a User Name:**
  Must be between 8 and 15 characters in length. Must begin with a letter. Cannot contain special characters.
- **Create a Password:**
  Must be between 4 and 20 characters in length.
  Allowable special characters include: !"#$%&(*)+, -/;ó?(\)^_'{|}
  You cannot use the @ character.

Where applicable:
- Enter a passcode to use and confirm the passcode.
- Enable facial or fingerprint recognition.

When you log into your account you can view any account you are an owner of. You will need to enroll separately for each account you own.

Things to do:
- Set up recurring transfers and alerts
- If enrolled in Bill Payment, please review payees and ensure they are listed correctly
- Enroll in Zelle

New features:
- Add comments to transactions that will display on your monthly account statement and in the online banking history.
- The Online and Mobile systems use the same banking platform, so functions between the two versions are interchangeable (except remote deposit capture, which can only be used through the mobile app).
- Transfer funds to other members of the credit union by authenticating the account information for the account being transferred to. You may also save this transfer account for future transfers.
- Members enrolled for e-Statements will receive 1099-INT forms, CD Maturity Notifications, Delinquent Loan Notices and Delinquent Negative Overdraft Notices electronically.

If you have any questions, please call 810.720.8300, stop by any branch or visit sovitacu.org

We appreciate your trust and value your membership.

With Warmest Regards,
Your Sovita Credit Union Team

Sovita℠
CREDIT UNION