



Your Guide to Space Age's **NEW** Internet Banking

Space Age's new internet banking launch is right around the corner! The new platform will go live on **Wednesday, September 24, 2025 at 7:00 a.m. MST.**

STAY IN THE KNOW!

For up-to-date information regarding Space Age's new internet banking launch, visit our website at www.spaceagecu.org.



Additional information, tutorial videos, new product features and real-time updates will be provided on the website as we get closer to the September 24 live date. Please check back often! Following go-live, the website will be our main point of communication regarding internet banking.



IMPORTANT INFORMATION REGARDING SPACE AGE'S NEW INTERNET BANKING PLATFORM

Please carefully review the information below as it contains important information regarding enrollment, scheduled downtime and tips/ information to help you take advantage of all the new features available on the platform.

SCHEDULED DOWNTIME

Temporary downtime of some existing features will occur on our current internet banking portal in the days leading up to the launch of our new platform.

The Mobile Banking App will be temporarily unavailable starting at 5:00 p.m. MST on **Tuesday, September 23, 2025**. During the mobile app downtime, you will still be able to access internet banking through our website on both desktop computers and mobile phones. The new mobile app will be available in both the App Store and Google Play starting at 7:00 a.m. MST on Wednesday, September 24.

External Transfers and Bill Pay will be temporarily unavailable starting at 6:00 a.m. MST on **Monday, September 22, 2025**. All existing external transfers and bill payments will post as scheduled during this downtime.

The Entire Internet Banking Platform will be temporarily unavailable (for roughly 30 minutes) starting at 6:30 a.m. MST on **Wednesday, September 24, 2025**. The new platform is scheduled to go live at 7:00 a.m. MST.



ENROLLMENT

All members will be required to enroll in Space Age's new internet banking platform. To make the process as easy and seamless as possible, please ensure you have the following information readily available when you go to enroll:

- Account Number
- Social Security Number
- Phone Number
- Email Address



Please note that the information you provide at the time of enrollment for the above items **must match** the information we have on file. To ensure we have the most up-to-date personal data on file, please review your personal information within the current internet banking platform or call a Space Age Representative at **303-369-7666**. To enroll, visit Space Age's website at www.spaceagecu.org and click on the "Internet Banking" button in the upper right hand corner. Please delete any saved Internet Banking URLs.

**An email address and phone number are REQUIRED to enroll
in our new internet banking platform.**

IMPORTANT THINGS TO KNOW

- **When enrolling, you only have 5 ATTEMPTS to get the requested information correct before you are locked out for 24 hours.** Please contact us for assistance before your 5th attempt to prevent a 24-hour lock out. If you are locked out during enrollment, the Credit Union cannot reset you. You have to wait a full 24 hours before you try again as the 24-hour time clock resets after each subsequent failed attempt.
- **You cannot change your 'username' once you enroll in internet banking.** This is a security feature to help protect you from fraudulent account access. If you forget your username, you will need to contact a Space Age Representative at **303-369-7666**.
- **Please allow a few minutes for your account information to properly populate after you enroll and access the platform for the first time.** If you are still missing account information after a few minutes, please refresh your screen. If you still experience issues, please contact a Space Age Representative at **303-369-7666**.
- **Space Age's new mobile banking app will be available in both the Apple App Store and Google Play Store starting at 7:00 a.m. MST on Wednesday, September 24, 2025.** The new mobile app will feature the Space Age star icon in blue with a white background.
- **The new mobile app is compatible with iOS 17 or newer (for iPhones) or Android 9 or newer.** For phones with incompatible operating systems, Space Age's new internet banking platform can be easily reached by going to our website at www.spaceagecu.org. Once logged in, the internet banking platform can be easily viewed in a mobile-friendly version.
- **There is a one-time approval process for depositing checks remotely within internet banking.** All approval requests will be approved within one (1) business day. This may temporarily delay your ability to deposit checks on the new platform. Once approved, you will be able to deposit checks in real-time within internet banking – as you always have!



QUESTIONS AND ASSISTANCE

We want the transition to our new internet banking platform to be as smooth and seamless as possible for you. Space Age Representatives are available to assist you with every step along the way – answering any questions you may have, helping you verify personal information, and assisting you navigate the new platform.

Call Center Hours:

Monday – Friday | 8:30 a.m. to 5:00 p.m. MST
(303) 369-7666 or (800) 666-6928

We are happy to help!



You Spoke, and We Listened!

NEW Look, NEW Tools, Same Account You Trust!

Here's What to Expect:

- **A Cleaner, More Intuitive Design**
- **A Revamped Interactive E-Statement Portal**
- **Smarter Organization and Navigation**

Here's What New Features You Can Look Forward to:

- **Customizable Dashboard** - See only what is important to YOU!
- **Account Aggregation Capabilities** - Get the Whole Picture of Your Finances in One Place!
View all your external financial accounts within internet banking, even those not with Space Age.
- **Make Payments by Text** - Make a loan payment conveniently by sending a simple text message.
- **Enhanced Transactional Data** - See more information about each transaction.
- **Detailed Credit Reports** - Available for you to pull and view at anytime.
- **Credit Score Reporting** - Track your credit score with monthly updates and reporting.
- **Credit Monitoring Services** - Take action to stop unlawful ID Theft. Credit monitoring services are available for a small monthly fee.
- **Easy, Convenient Direct Deposit Set-Up** - Setup new direct deposits to your account(s) and/or change an existing direct deposit easily online.
- **Online Payment Subscription Manager** - Manage how you pay for your subscriptions, such as Amazon or Netflix, with Card Swap.
- **AND MUCH MORE!**



Plus, The Same GREAT Services That You Had Before - Just BETTER!

- Check Your Balances
- Deposit Checks Remotely
- Setup Account Alerts
- Transfer Funds Between Your Space Age Accounts and/or Other Members
- Send Money to External Accounts at Other Financial Institutions
- Pay Your Bills
- Person to Person Payments
- Make a Loan Payment by Plastic Card
- **AND MUCH MORE!**

**It's a Smarter Way to Bank —
and a Simple Way to Stay One Step Ahead.**

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