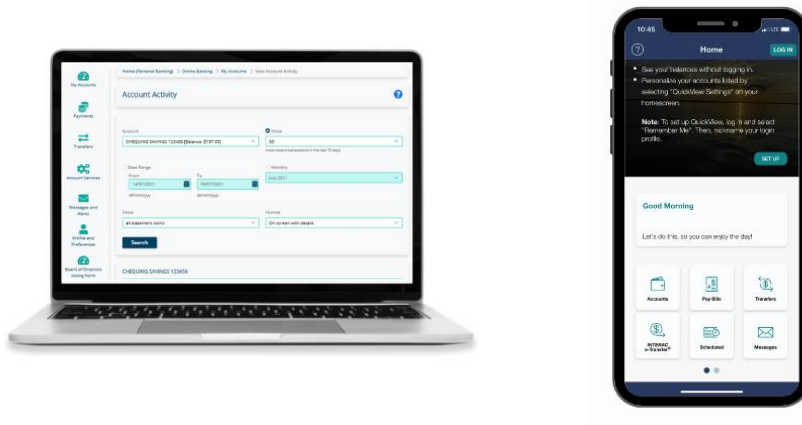


At Turtleford Credit Union we are excited to announce the launch of our new Online Banking & Mobile Apps effective November 30th, 2022

FAQs

Q: Is my Online Banking & Turtleford Credit Union app supposed to look different?

A: Yes! With the new update comes a new and improved look and experience to better serve you.



Q: My Turtleford Credit Union app isn't loading?

A: If you already have the Turtleford Credit Union app it will need to be updated. After updating if you are experiencing issues, you can try the following:

- Turning your phone off & back on again
- Deleting your current Turtleford Credit Union app and re-downloading it from the Apple or Google Play Appstore's.

- If you are still having issues, please contact our branch at 306-845-2105

Q: My saved Login ID & Passwords are gone?

A: Unfortunately, any saved login information & passwords will not appear on the new updated login pages for both Online Banking & Mobile apps. Therefore, you will need to re-enter your account login information.

- Reminder
 - Login ID – MemberCard number
 - Access Code (PAC) – Password

If you have forgotten your password or have been locked out, please give us a call.

Notice: Effective Dec. 1st you will be required to update to the new Mobile apps

For any other questions or concerns, please contact us.
Phone: (306) 845-2105
Email: info@turtlefordcu.ca