

Merger Guide



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WELCOME

to Pima Federal Credit Union

We are thrilled to welcome you to Pima Federal Credit Union! To ensure a smooth transition from Republic Bank of Arizona, please review the important information below regarding scheduled downtime, online banking, account details, and more.

Scheduled Downtime

Current Pima Federal Members:

Downtime Period

Saturday, May 17th from 12:00 PM – 2:00 PM

Impacted Services

Audio, Online, & Mobile Banking

New Members from Republic Bank of Arizona:

To prepare for the conversion downtime all new members migrating from RBAZ should complete the following by Thursday, May 15th:

- ▶ Download/Export all online account history by 5:00 PM
- ▶ Items such as ACH files, Mobile deposits, Desktop deposits, Outgoing wire requests and Bill Pay must be presented by 4:00 PM

Downtime Period

Friday, May 16th – Monday, May 19th

Impacted Services

Online & Mobile Banking

Digital Banking: Online & Mobile Banking

Downloading the Pima Federal App

To access your accounts conveniently:

- ▶ Visit the **App Store (iOS)** or **Google Play Store (Android)**.



- ▶ Search for “**Pima Federal Credit Union.**”
- ▶ Download and install the app.

Or, access Online Banking through our website: www.pimafederal.org

Logging in for the First Time

On Monday, May 19, 2025, you will receive your username and temporary password by email.

- 1. Username:** You will use your existing username as you do today.
- 2. Password:** Use a temporary password provided via mail or email, or follow password reset instructions.
- 3. First-Time Setup:** You will be prompted to:
 - ▶ Create a new password.
 - ▶ Set up security questions.
 - ▶ Confirm your contact information.
- 4. Enroll in Two-Factor Authentication** for enhanced security.

Tip: Have your member number and personal identification ready for your first login.

For support please contact Business Banking support at **(602) 641-8113**.

Online Banking

Username


User ID

Password

Login

[Forgot Password](#)

[Enroll](#)

Pima Federal
CREDIT UNION

Secure login

It looks like you are logging in from an unrecognized device. For security, we need to verify your identity.


(xxx) xxx-1111

Call me

Questions?
▶ [I can't access one of these options.](#)
▶ [Why must I complete this step again?](#)

Secure login


It looks like you are logging in from an unrecognized device. For security, we need to verify your identity.

 Within a minute, you'll receive a verification code at (xxx) xxx-1111.

Enter code

888888

▶ [Didn't get the code?](#)

 Save time by registering this device.

If this is your personal device, register it now. We won't need to contact you the next time you log in.

Yes, register my **private** device

No, this is a **public** device

Questions?
▶ [I can't access one of these options.](#)
▶ [Why must I complete this step again?](#)

Success! You need to change your password.

Temporary password

 [SHOW](#)

New password

 [SHOW](#)

► Minimum of 10 characters

► Maximum of 32 characters

► Minimum of 1 letter

► Minimum of 1 number

► Minimum of 1 special character

A special character is any one of the following:

! @ # \$ % ^ & * _ + - = () [] { } ; : ' , . / ?

Retype password

 [SHOW](#)

► Passwords must match

[Update password](#)

[My Accounts](#)

[Credit Cards](#)

[Move Money](#)

[Desktop RDC](#)

[Account Services](#)

[Business Credit Card Management](#)

[Additional Services](#)

[Reports & Notifications](#)

[Applications](#)

Accounts

[Transfer](#)

DEPOSIT ACCOUNTS

\$175.00

CHECKING 0009

[Quick peek](#)

Available

\$25.00

Current

\$25.00

CHECKING 0010

[Quick peek](#)

Available

\$200.00

Current

\$200.00

SAVINGS 0000

[Quick peek](#)

Available

\$5.00

Current

\$0.00

BUSINESS MONEY MARKET 0050

[Quick peek](#)

Available

\$1,000.00

Current

\$0.00

My Approvals

All requests

PAYMENTS

[Decline](#)

[Approve](#)

0 / 20 Selected

[Checks Deposited to Wrong Account](#)

Paying

\$200.00

Deliver on

05/12/2025

Type

Commercial (CCD)

[Decline](#)

[Approve](#)

0 of 1 received

Quick Help Guides


- [Dashboard Overview](#)
- [My Settings](#)
- [Adding a User](#)
- [Approving a User](#)

Bill Pay, Transfers, & Move Money

Bill Pay will continue functioning as it does today. All Bill Pay payments and payees will remain intact and process as scheduled

Transfers & Move Money

In online banking, all money movement can be accessed in the Move Money section. Transfers will continue to process as usual



My Accounts	Move Money	Account Services	Business Credit Card Management	Additional Services
	ACH/Wire Payments	Transfers	Bill Pay	
	Make an ACH/Wire payment	Internal Transfer		
	Upload ACH pass-through file	Request Loan Advance		
	Manage payment templates	External Loan Pay		
	Scheduled payments	Scheduled Transfers		
	Import Recipient Information			
	Manage Import File Definitions			

Your Accounts

Member and Account Numbers

Beginning May 17th, you will receive a member number. Your member number is the unique number assigned to you when you join the credit union.

- ▶ If your current account number already has **10 digits**, it will **stay the same** and be used as your member number.
- ▶ If your account number has **fewer than 10 digits**, we will **add leading zeros** to make it 10 digits long.
- ▶ Your savings and checking account numbers that you see in your statements and in Digital Banking will reflect your new member number. Find your new member number in the Digital Banking dashboard under the account name.

Type
Number
Routing number
MICR

Business Checking
0009
322174795
109,0000001951
Example Member Number

- ▶ **Routing Number:** The Pima Federal Credit Union Routing Number is **322174795**.

Debit Cards

All current debit card holders will receive a new debit card by May 16th.

Once you receive your new card, please activate it so it's ready to use on Monday, **May 19th**. You should continue using your current debit card until the end of the day on Sunday, **May 18th**. After that, only your new card will work. (If applicable: *Your PIN will remain the same*, or *You will set up a new PIN when you activate your new card* — depending on your specific situation.)

There are no changes to your credit card at this time, and you can continue using it as you normally would.

Checks

Your checks will continue to work as they do today. However, you will need to **order new checks** with your updated routing number information by December 31, 2025.

Direct Deposit & Automatic Payments

Existing Payments & Deposits

Your established electronic ACH transactions, deposits, payments, and Bill Pay payments will continue to post as they do today. There is no action you need to take at this time.

New Payment & Deposits on or after May 19, 2025

Beginning Monday, May 19, 2025, all new electronic ACH deposits, payments and wire transfers must use the new Pima Federal routing number and account numbers

Direct Deposit

Notify your employers, government agencies, or other sources of direct deposit about your new Pima Federal Credit Union Routing and Account Numbers.

Automatic Payments

Update any automatic payments linked to your Republic Bank of Arizona accounts (utilities, subscriptions, loans, etc.) with your new account details.

To view your account number, sign in to online banking, click on the account and you can locate

Type	Business Checking
Number	0009
Routing number	322174795
MICR	1090000001951

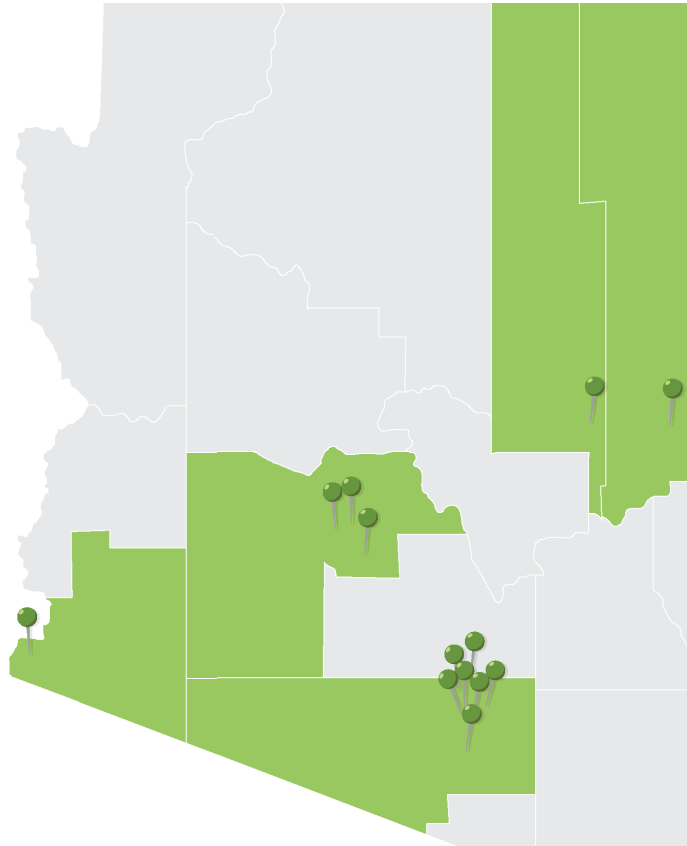
this information under Account Details listed as “MICR”.

Example:

The Pima Federal Credit Union Routing Number is **322174795**.

Branch Locations

You now have access to all Pima Federal Credit Union locations! Visit **Branch Locator** for the full list of branches and ATMs.



Contact Us

We're here to help you every step of the way:

- ▶ Business Banking Support: **(602) 641-8113**
- ▶ General Support: **(520) 887-5010** and toll-free number **(800) PIMA-FCU (800-746-2328)**
- ▶ Website: **www.pimafederal.org**
- ▶ **Frequently Asked Questions (FAQs)**



Stay connected with us through our social media channels for updates and news.

