



Website FAQ

IT System & Digital Upgrade

Important Notice: System Upgrade – February 2026

Link Credit Union is upgrading its IT and digital systems to improve services for our members. Below are answers to common questions.

Why is Link Credit Union upgrading its IT system?

Following member feedback and a comprehensive review, we identified opportunities to improve our digital services. This upgrade will provide a more secure, reliable, and user-friendly experience for members.

When will the new system go live?

The new system will go live on **Thursday, 19 February 2026**.

Will the office be closed during the upgrade?

Yes. To facilitate the system change:

- We will close early at 4:00pm on Tuesday, 17 February 2026
- We will reopen at 11:00am on Thursday, 19 February 2026

Will my money and account be safe?

Yes. All member funds and account information remain fully safe and secure throughout the upgrade process.

Do I need to do anything?

Some members will need to take action:

- **Debit Card holders** will receive a new card
- **Members registered for online and mobile access** will need to download a new mobile app.

Members who need to take action will receive direct communication with full instructions.

What is happening to the mobile app?

The existing mobile app will be replaced with a new Link Credit Union app. Members registered for digital services will need to download the new app once it becomes available.

Will my existing login details work on the new app?

Your current login details will not work on the new app. Clear, step-by-step instructions will be provided before the new app goes live.

I have regular card payments set up — will they still work?

Your new Debit Card will have a new card number and expiry date. Any recurring card payments (such as subscriptions or bills) will need to be updated with your service providers after 19 February 2026.

Will my existing PIN work with my new card?

No. Instructions on how to obtain your new PIN will be included in the mailer letter that comes with your new Debit Card.

Who can I contact if I need help?

Our team will be available to assist members when the office reopens on Thursday, 19 February 2026 at 11:00am.