



Frequently Asked Questions – Mobile Banking

Q. Do I need to be a member of GO Federal Credit Union to use GO Federal Credit Union’s Mobile Banking?

A. Yes. Please go to our website, www.mygofcu.org, to learn how to become a member.

Q. Is there a fee to use GO FCU’s Mobile Banking?

A. No. GO FCU offers Mobile Banking to our members free of charge.*

Q. How do I sign up for Mobile Banking?

A. No sign up is necessary since every member is given Home Banking access when you open an account. Android and iPhone users can download the mobile app and any phone with a browser can use Mobile Banking from www.mygofcu.org with no additional steps required. You can sign up to use your phone for bank-by-text in the Gomobile section of Home Banking.

Q. What are the ways to access GO Federal Credit Union’s Mobile Banking?

A. Access Mobile Banking through your browser at www.mygofcu.org, or download apps available through iTunes and Android app stores. Register your phone in Home Banking for bank-by-text.

Q. What can I do with Mobile Banking?

A. You can view balances and transaction history, transfer funds between your share accounts and find nearby ATMs. With the app, you can view your account balances, transaction history and check images; transfer funds between your share accounts; pay bills; locate nearby surcharge free** ATMs; and access “My GO Finance”, a personal financial management tool. With bank-by-text you can view your balances; transfer funds between your share accounts; view history; and lock/unlock your account. Commands include HELP, STOP, BAL, TRAN, HIST, LOCK, UNLOCK and HOURS. When enrolling you must text back MYGO COM (space, no period) to complete the process.

Q. Are there any requirements for using GO FCU’s Mobile Banking?

A. Refer to GO FCU’s Mobile Banking Services Disclosure and Agreement for complete details. Your use of Mobile Banking constitutes acceptance of the Disclosure and Agreement.

Q. Is Mobile Banking secure?

A. Yes. GO Federal Credit Union always uses state-of-the-art security measures to protect your data, no matter how you choose to access your accounts. Any personal information that a user may share with GO FCU while using Mobile Banking is governed by GO Federal Credit Union’s Privacy Policy.

*Connectivity and usage rates may apply. Contact your wireless service provider for more details.

**Subject to \$1 transaction fee.