Making Your Digital Banking Experience Even Better

At Cinfed, we continually look for ways to improve your experience with Digital Banking — both online and the Mobile App. As part of that process all members must be using the latest versions on their devices. This helps reduce security risks and ensures consistency within online banking systems.

Your device may have updated automatically. However, we advise that you check your device to prevent any potential issues after the update deadline.

"What version do I need to have?"

For your Cinfed Mobile App, the current version is **4015.2.3.** By February 2025 the current version will be **4016.0.1.**

"What if I use the outdated version?"

Members with outdated versions will see a prompt or warning to update their app. If you are on an unsupported version, below **4015.2.3,** you will not be able to use the mobile app until you have updated. You will, however, still be able to access the online app via a standard web browser on www.cinfed.com.

"How do I know which version I have?"

For Apple products (iPhones, iPads, etc.): Go to your App store, search for Cinfed and click on 'Version History'

For Android products: Go to your Play Store, search for Cinfed and click on 'About this App'

"If I need to, how do I update to the current version?"

For Apple products (iPhones, iPads, etc.): Go to your App store, search for Cinfed and click on 'Update.' To set up automatic updates go to your Settings > App Store and enable automatic updates.

For Android products: Go to your Play Store, search for Cinfed and click on 'Update.' To set up automatic updates go to your Play Store > Your Account > Manage Apps > Cinfed App and enable automatic updates.

As always, our goal is to provide a high-quality banking platform. This update allows us to focus on quality, manage the end-user experience, and better mitigate security risks.

If you have any questions, please call Cinfed eServices Department at **513-333-6349** or reach out by email at **eservices@cinfed.com.**