

# WHAT YOU NEED TO KNOW

As we prepare for site-wide maintenance to enhance our system and improve your customer experience, we wanted to share important dates and actions that will help you during this time.

Please keep this document as a helpful reference. This information will also be posted on our website at [fumf.org/myaccount](https://fumf.org/myaccount).

Should you have any questions or need assistance before, during, or after the update, please contact us at **863-904-2970 ext. 2000** or by email at [foundation@fumf.org](mailto:foundation@fumf.org).



## IMPORTANT INFORMATION

ACCOUNT FEATURE	CURRENT PROCESS	NEW PROCESS	CUSTOMER ACTION REQUIRED	WHAT DO I NEED TO KNOW?
Open New Account	Completed through paper forms sent via email; manual entry by Foundation staff.	Digital account-opening workflow in by FUMF in FoundationHub with automated data capture and faster approval.  Churches will be able to open new Accounts themselves online in 2026.	Coming in 2026, Review and sign updated account-opening documents after creating account in FoundationHub DonorSphere (sent electronically).  Currently, no change in the process.	Coming in 2026, Electronic signatures now will be accepted; process is faster and even more secure. Currently, no change in the process
Make Deposit	Deposits can be made online through a basic web form or by mailing physical checks; posting is manually completed.	Deposits submitted directly through FoundationHub's secure portal with improved data capture, confirmation, and automated posting. ACH and check options remain available.	Work with FUMF staff to set up ACH information (one time) in the portal or continue mailing checks if preferred.	FoundationHub provides faster posting, clearer confirmations, and reduced errors. The basic form will be phased out.
Make Withdrawal	Email or phone request with/ paper form; manual verification and processing.	Withdrawal requests submitted securely through FoundationHub <a href="https://fumf.donorsphere.org">fumf.donorsphere.org</a> [with automated workflows]. Paper withdrawal form will still be accepted.	Log into the new portal, <a href="https://fumf.donorsphere.org">fumf.donorsphere.org</a> to submit requests (preferred and quicker) or continue to use paper form.	Account Holders can receive notifications via email or check DonorSphere to see the current status of the withdrawal.
Online Access · Mobile Friendly · Desktop	Limited online visibility; statements requested from staff; no mobile platform.	Full online access to balances, history, transactions, statements, and documents on any device with internet access.	Activate online access through the new portal, <a href="https://fumf.donorsphere.org">fumf.donorsphere.org</a> (instructions will be provided).	Mobile access is fully supported.
Statement Access *Loan coming later in 2026	Quarterly statements emailed or mailed; limited self-service portal.	Statements available 24/7 in FoundationHub; downloadable PDFs for all accounts. Loan statements added in 2026.	Activate your account and log into FoundationHub <a href="https://fumf.donorsphere.org">fumf.donorsphere.org</a> to access statements.	All statements stored securely; paper statements still available and can be eventually mailed upon request.

**ANTICIPATED GO LIVE DATE: JANUARY 5, 2026**