

BIG UPGRADES ARE COMING!!

FAQ'S:

What is a core conversion?

A core conversion is an upgrade to our central software platform that will enhance transaction processing, member services and security.

What does this mean for me?

While the upgrade is mainly behind the scenes, you may experience some service interruptions. We aim to make this transition as seamless as possible.

Will the credit union hours be changed during the conversion?

We will be closing on Friday, October 31st NOON and opening for our member on Monday, November 3rd @ 9 AM

How can I prepare for the conversion?

- Update your contact information including cellphone number and email address.
- Stay informed about the upgrade through our website, online banking messages and social media
- Review your current payments, transfers and alerts to ensure continuity.
- Download the new Mobile App (week before conversion)

What will be effected the weekend of the conversion?

- Will online banking be available? No
- Mobile App? No
- Bill Pay? No
- Will we be able to use our VISA Debit Card? Yes, but you will be limited.
- Will my direct deposit and payments process during the upgrade? Yes, they will continue as scheduled.
- Are my accounts still secure? Absolutely. We have taken all precautions to ensure your information remains secure.

Can I still use my existing checks? Yes, your checks remain valid.

What is not changing?

- Account numbers
- Routing Number
- Debit Cards/ATM Cards
- Member Checks

What will be new?

- New online banking
- New Mobile App

