

IMPORTANT INFORMATION FOR OUR CREDIT UNION MEMBERS

PLEASE REVIEW THIS IMPORTANT INFORMATION REGARDING OUR CONVERSION TO NEW SYSTEMS TO OCCUR DURING FEBRUARY 28 TO MARCH 2, 2022

As previously announced in our newsletters, the credit union will be **converting to new systems effective March 1, 2022**. The new systems will enhance our ability to serve our members, and enhance your experience with our on-line services. **SOME OF OUR CURRENT ELECTRONIC SERVICES WILL NO LONGER FUNCTION AFTER FEBRUARY 28, 2022 AND YOU WILL NEED TO TAKE ACTION IN ORDER TO ACCESS THE NEW VERSIONS OF THE ELECTRONIC SERVICES.** Converting to the new systems will require us to turn off certain services between February 28 and March 2, 2022, including our core member accounting system, our home/on-line banking system and our mobile banking app. While we are not making any changes to our debit/ATM card system or our on-line bill payment system, there is important information below about impacts on those services during the conversion to the new systems. Please review closely the sections below that apply to the credit union services that you utilize, **and the actions you will be required to take to access the new systems.**

TEMPORARY OFFICE CLOSURE – *Our Creighton office will be CLOSED to members on Tuesday March 1, 2022 while we convert the data and complete the conversion to the new system. We anticipate the office to reopen for regular business at 12:00 PM EST on Wednesday March 2, 2022.*

USERS OF OUR HOME/ON-LINE BANKING SERVICE – Our current home/on-line banking service will be turned off at approximately 8:00 PM EST on Monday, February 28, 2022 and the current home/on-line banking system will no longer operate after that time. It is anticipated that this service will be off-line until NOON ON WEDNESDAY, MARCH 2, 2022 while we convert the data and complete the conversion to the new system. You will be required to enroll in the new home/on-line banking service, which you will access from our web site, and can complete your new enrollment any time after noon on March 2, 2022. To enroll in the new home/on-line banking system you will need your credit union member/account number (we are not making any changes to our member numbers) and other identifying information for authentication such as birthdate, last 4 digits of your social security number and the numeric portion of your home address.

USERS OF OUR MOBILE BANKING APP – Our current mobile banking app will be turned off at approximately 8:00 PM EST on Monday, February 28, 2022 and the current mobile banking app will no longer operate after that time. It is anticipated that this service will be off-line until NOON ON WEDNESDAY, MARCH 2, 2022 while we convert the data and complete the conversion to the new system. OUR NEW MOBILE APPS (FREE) WILL BE AVAILABLE IN THE APPLE STORE OR GOOGLE STORE for download to your phone, mobile device or tablet beginning on March 2, 2022. We strongly suggest you delete the current app from your device before downloading the new app. Once you have downloaded the new app, you will be required to enroll in the new mobile banking app system, and can complete your new enrollment any time after noon on March 2, 2022. To enroll you will need your credit union member/account number (we are not making any changes to our member numbers) and other identifying information for authentication such as birthdate, last 4 digits of your social security number and the numeric portion of your home address.

USERS OF OUR ON-LINE BILL PAYMENT SYSTEM – There are no changes to our current on-line bill payment services, so all scheduled payments, payees you have set up in the bill payment system, payment history, etc. will not be impacted. HOWEVER, since the on-line bill payment system is accessed through our home/on-line banking system or mobile banking app, you will not have access to the on-line bill pay system while those systems are off-line from approximately 8:00 PM EST on Monday, February 28, 2022 to noon on Wednesday, March 2, 2022 as described above. If you have scheduled payments in the on-line bill payment system from February 28th to March 2nd, those payments will be processed on the scheduled dates. IF YOU WOULD EXPECT TO INITIATE A PAYMENT ANYTIME DURING THE CONVERSION PERIOD WE RECOMMEND YOU ENTER THAT PAYMENT IN THE BILL PAYMENT SYSTEM BY NOON ON MONDAY, FEBRUARY 28, 2022. Once you have re-enrolled in either the home/on-line banking system or the mobile app, you can click on the bill payment option and you will be re-connected with your existing on-line bill payment account.

USERS OF OUR DEBIT/ATM CARD – There are no changes to our debit/atm cards as part of the conversion of the other systems described above. HOWEVER, from 3:00 PM EST on MONDAY, FEBRUARY 28, 2022 to NOON ON WEDNESDAY, MARCH 2, 2022 (the stand-in period) our debit card processor will be acting on our behalf to approve debit and atm machine transactions in order to provide uninterrupted card service while we are completing the activities to convert to the new systems. Please note that the fraud monitoring of card transactions will continue as normal. The debit card processor will be approving transactions based on daily limits we have set for them to use during this stand-in period for debit card purchases and/or atm withdrawals. If you experience any unexpected denials of your debit/atm card transactions during the stand-in period please call our office at 724-224-1777. If we are not immediately available, please leave a voicemail message and we will return your call as soon as possible