

City of Firsts Community FCU is converting to a new core data processing system, effective August 2, 2021.

This new core data processing system will make it easier to serve you by improving our efficiency as well as offering you new and exciting tools for managing your accounts. Your personal data and funds will remain safe and secure, as always. This conversion is a MAJOR endeavor, and we ask for your patience and understanding as we all adapt to the new system.

Account Numbers: Your existing account number(s) will remain the same.

Checks: You can continue to use your current supply of checks and order checks with the same information.

Direct Deposits of Payroll, Pension, and Social Security: Your direct deposits will continue to post to your accounts as they do today; however, there may be possible delays during the first few days of the new system.

Automatic Transfers: Any automatic transfers you have scheduled for your account will continue to process.

Loan Payments and Due Dates: All loans will have the same loan due date.

Since services will be limited during the conversion period Friday evening through Monday morning (7/30 – 8/2), please have alternative payment methods available such as cash, credit cards, and checks. Please plan in advance for your financial needs. We will be open normal hours during the prior week, but all services will be limited from 5:30 pm Friday, July 30, until we re-open at 9:00 am Monday, August 2.

ATM Cards: From Friday evening to Monday morning (7/30 – 8/2) the limit will be a \$100 daily limit.

Debit Cards: From Friday evening to Monday morning (7/30 – 8/2) the limits will be \$300 purchase / \$100 withdrawal daily limits. If you need a conversion limit increase for your debit card, you must complete the bottom of this notice and City of Firsts must receive it no later than Wednesday, July 28, 2021. We will NOT be able to increase any ATM cards; nor will we be able to increase all debit cards. A determination as to whether you qualify for special conversion limits will be based on your average daily balance.

Perfect Teller and SYBIL: These two systems will not be available during this time (7/30 – 8/2) and ALL MEMBERS will need to RE-ENROLL in the new online banking system and accept the user agreement on or after 9:00 am Monday, August 2. Visit our website or stop in for step-by-step instructions on how to enroll. A separate instruction sheet will be available in our office beginning July 6, 2021.

IPAY Bill Pay: Although our bill pay program will not be changing, you will NOT be able to access it during this time. Please have all bills scheduled for payment prior to the close of business on Friday, July 30, 2021. You will be able to access bill pay through our NEW online banking system once you have enrolled after 9:00 am Monday, August 2.

Pre-Conversion History: New online or mobile banking will not have any history, transactions, or statements prior to July 30, 2021. Please retrieve any history you want/need prior to the close of business Friday, July 30. Check with us prior to conversion for instructions relative to the retrieval of any history you might need.

Name on Card: _____ Account # _____

Name on Card: _____ Account # _____

Last 4 digits of Debit Card(s): _____

I request the limit on my debit card for withdrawals to be \$400 and purchases to be \$1,500 during conversion weekend. (These are the only amounts available for debit cards.)

Signature(s): _____

Date: _____