



## SYSTEM UPGRADE CHECKLIST – FORMER MACCU MEMBERS

### WHAT DO I NEED TO DO BEFORE THE UPGRADE?

<input type="checkbox"/>	<b>Be Informed- Read the FAQs</b>
<input type="checkbox"/>	<b>Availability:</b> All offices will be closed from 3:00PM on Friday, September 30, 2022 until 8:30AM on Monday, October 3, 2022. In addition, you will not have access to your accounts via Online Banking, Mobile Banking or Telephone Banking, during this time. Bill Pay will also be unavailable. Our ATMs will be unavailable beginning at 5:00PM on Thursday September 29, 2022 until Saturday AM. Debit Card withdrawals and POS transactions will remain available based on your account balance as of Friday, September 30 <sup>th</sup> at 2:00PM. Check back at our website frequently for any updates.
<input type="checkbox"/>	<b>Account Numbers:</b> These will be changing slightly. We are able to use your current account numbers with additional numbers added at the end. Example: If your checking account number is 123456 X, your account number will now be 123456 <b>50</b> . If your share savings account is 123456 A, your account number will be 123456 <b>00</b> . Other account types and loans will have their own numbers to be added. You will be able to find your new account numbers within online banking or ask us for a complete listing. Even though your account numbers are changing, your checks, debit cards and automatic payments will process correctly.
	<b>Your Online Banking UserName</b>
<input type="checkbox"/>	It may be helpful to make sure your current online banking UserName fits the new system's criteria in advance of the upgrade. Your new UserName must be between 6-26 characters: a-z, A-Z, 0-9. For security purposes, you will not be able to use your account/member number to log in. You can find/change your UserName within the current online banking platform prior to the upgrade.
<input type="checkbox"/>	Some of your past eStatements will carry over. We are in the process of deciding how many months will be housed in the new online banking platform. Please print/save any historical statements that you wish to keep. Note that we will have this history available in our internal records should you need it in the future. All future eStatements post upgrade will be available.
<input type="checkbox"/>	<b>Online banking users may pre-register in online banking in advance, to ensure a smooth transition.</b> (you still have the opportunity to do this after the upgrade if you miss this step). You may pre-register beginning September 1, 2022. Instructions for this will be provided on our website: <a href="https://802cu.com/system-upgrades">802cu.com/system-upgrades</a> and in future communications. You have until September 27, 2022 to pre-register, after which pre-registration will be shut down. Online banking users who did not previously pre-register will be able to log in to our new online banking platform after our system upgrade on October 3, 2022, likely by mid-day.
	<b>Need cash over the weekend?</b>
<input type="checkbox"/>	Plan ahead by visiting one of our branches before 3:00PM on Friday, September 30, 2022 or visit a CO-OP Network ATM ( <a href="https://co-opcreditunions.org/locator/">https://co-opcreditunions.org/locator/</a> ) during our system upgrade weekend. If you visit a different ATM, let us know if you incur fees.
	<b>Need to make a deposit or loan payment over the weekend?</b>
<input type="checkbox"/>	All offices will be closed at 3:00PM on Friday, September 30, 2022, reopening at 8:30AM on Monday, October 3, 2022. If you do not want to hold onto your deposit or loan payment until Monday, make use of the Credit Union's Night Depositories. Please Note: Deposits/loan payments dropped off in the night drop on Friday, September 30, 2022, will be processed on Monday, October 3, 2022.

### WHAT DO I NEED TO DO AFTER THE UPGRADE?

<input type="checkbox"/>	<b>Online banking users who did not previously pre-register will be able to register in our new online banking platform.</b> Instructions for this can be found at: <a href="https://802cu.com/system-upgrades">802cu.com/system-upgrades</a> .
	<b>Debit Card Activation</b>
<input type="checkbox"/>	On Monday, October 3, 2022 you will be able to activate your new contactless card which should have been received in mid-September.
	<b>Telephone Banking – Reset your PIN (Personal Identification Number)</b>
<input type="checkbox"/>	On Monday, October 3, 2022 as of 8:30AM, the system upgrade will be complete and Telephone Banking users will need to reset their PIN upon initial log in to access the enhanced system. Call the new Telephone Banking phone number at 800-610-3896 and follow the prompts to reset your PIN, verify your information and access the system. You will be required to enter your new account # and the last 4 digits of your Social Security Number.
<input type="checkbox"/>	<b>Download the new 802 Credit Union mobile banking App from the Android or Apple App store and log in with your new online banking credentials. Delete your old MACCU app.</b>