



## UPGRADE TIMELINE, BANKING & SERVICE AVAILABILITY – PHASE II – FORMER MACCU MEMBERS

In order to perform our system upgrade, hours will be adjusted, and some banking services will be unavailable. Please refer to the upgrade weekend calendar below. Questions? Please contact your local branch. A dedicated Online Banking Support number will be provided within online banking on Monday, Oct. 3, 2022 for all support related to online banking issues.

	Hours of Operation	ATM Access	Debit/Credit Card Use	Online, Mobile & Telephone Banking
Thursday, September 29, 2022	All branch offices are open normal hours.	Our ATMs will not be available after 5:00PM. When possible, please utilize a Co-op ATM for any withdrawal needs or speak with a member service representative about any fees incurred.	Debit and Credit Cards will work as usual.	Online Banking, Bill Pay, Mobile and Telephone Banking will be available.
Friday, September 30, 2022	All branch offices will close at <b>3:00PM</b> .	Our ATMs will not be available. When possible, please utilize a Co-op Network ATM for any withdrawal needs or speak with a member service representative about any fees incurred.	Debit cards will work as usual based on the balance in your account as of Friday, September 30 <sup>th</sup> at 2:00PM. Deposits/transfers to your account made after 2:00PM will not be available until Monday, October 3 <sup>rd</sup> .  Credit Cards will work as usual.	Online Banking, Mobile and Telephone Banking will be unavailable beginning at 3:00PM.  Bill Pay will be unavailable beginning at 9:00AM.
Saturday, October 1, 2022	All branch offices will be <b>closed</b> .	Our ATMs will be available.	Debit cards will work as usual based on the balance in your account as of Friday, September 30 <sup>th</sup> at 2:00PM. Deposits/transfers to your account made after 2:00PM will not be available until Monday, October 3 <sup>rd</sup> .  Credit Cards will work as usual.	All Online Banking, Bill Pay, Mobile & Telephone Banking services are unavailable.
Sunday, October 2, 2022	All branch offices will be <b>closed as usual</b> .	Our ATMs will be available.	Debit cards will work as usual based on the balance in your account as of Friday, September 30 <sup>th</sup> at 2:00PM. Deposits/transfers to your account made after 2:00PM will not be available until Monday, October 3 <sup>rd</sup> .  Credit Cards will work as usual.	All Online Banking, Bill Pay, Mobile & Telephone Banking services are unavailable.
Monday, October 3, 2022	All branch offices will reopen at 8:30AM.	Our ATMs will be available.	You should have received a new contactless card in mid-September. You must activate this new card on Monday, October 3 <sup>rd</sup> . Your old MACCU debit card will not work as of Monday morning.  Credit Cards will work as usual.	We expect all Online Banking, Bill Pay, Mobile & Telephone services to be available by mid-day  *Please check our website for availability updates.

\*Timeline Updates - Important Information: We ask members to check our website at [802cu.com/system-upgrades/](https://802cu.com/system-upgrades/) leading up to and during the system upgrade weekend for any notices on necessary adjustments to the above schedule. While we anticipate adhering to the schedule, adjustments may need to be made as necessary.