



SYSTEM UPGRADE CHECKLIST- Former WRCU Members

WHAT DO I NEED TO DO BEFORE THE UPGRADE?

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| <input type="checkbox"/> | Be Informed- Read the FAQs |
| <input type="checkbox"/> | Availability: All offices will be closed from 3:00PM on Friday, February 27, 2026 until 8:30AM on Monday, March 2, 2026. In addition, you will not have access to your accounts via Online Banking, or Mobile Banking, during this time. Bill Pay will also be unavailable. Our ATMs will be unavailable beginning at 5:00PM on Thursday, February 26, 2026 until Saturday AM. Debit Card withdrawals and POS transactions will remain available. Check back at our website frequently for any updates.
802cu.com/partnerships/ |
| <input type="checkbox"/> | Account Numbers: They are changing slightly. We are able to combine your current account number and suffix. <i>Example:</i> If your share savings account is 123456-001, your new savings account number will be 123456001. If you have checks, your checking account number will now match the full cross reference number listed on the bottom of your checks (often ending in 0200). If you are unsure what this number is or would like to confirm, please call your local branch and we can assist you. |
| <input type="checkbox"/> | Your Online Banking UserName |
| <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. Please refer to the earlier email correspondence sent to you on January 26, 2026 with instructions. You can also find the instructions here: 802cu.com/partnerships/ . You can also change your UserName to a unique UserName within the current WRCU online banking platform prior to the upgrade. |
| <input type="checkbox"/> | E-Statements |
| <input type="checkbox"/> | Your eStatements will not carry over to the new online banking system. Please print/save any historical statements that you wish to keep. Instructions for this process can be found at: 802cu.com/partnerships/ . Note that we will have this history available in our internal records should you need it in the future and we will not charge you a fee. All future eStatements post upgrade will be available. |
| <input type="checkbox"/> | Online Banking Pre-registration |
| <input type="checkbox"/> | Online banking users may pre-register in online banking in advance, to ensure a smooth transition. (you will still have the opportunity to login to this site after the upgrade if you miss this step). You may pre-register beginning February 4, 2026. Instructions for this will be provided on our website: 802cu.com/partnerships/ and in previous communications. You have until February 23, 2026 to pre-register, after which pre-registration will be shut down and you will wait to register after our system upgrade on Monday, March 2, 2026. |
| <input type="checkbox"/> | Bill Pay |
| <input type="checkbox"/> | Bill Pay Users- Before February 25, 2026 , please log into your current WRCU Bill Pay and save or print your payee list and payment history . Having this information handy will make setting up Bill Pay in the new system quick and easy. A copy of the Bill Pay letter mailed to you can be found here: 802cu.com/partnerships/ |
| <input type="checkbox"/> | Need cash over the weekend? |
| <input type="checkbox"/> | Plan ahead by visiting one of our branches before 3:00PM on Friday, February 27, 2026 or visit a CO-OP Network ATM https://co-opcreditunions.org/locator/ during our system upgrade weekend. If you visit another ATM, let us know if you incur any fees. |
| <input type="checkbox"/> | Need to make a deposit or loan payment over the weekend? |
| <input type="checkbox"/> | All offices will be closed at 3:00PM on Friday, February 27, 2026, reopening at 8:30AM on Monday, March 2, 2026. 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, 2/27 through Sunday, 3/01, will be processed on Monday, March 2, 2026. |

WHAT DO I NEED TO DO AFTER THE UPGRADE?

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| <input type="checkbox"/> | Online Banking Registration |
| <input type="checkbox"/> | Online banking users who did not previously pre-register will still be able to log in to our new online banking platform with their old UserName and temporary password. Instructions for this process can be found at: 802cu.com/partnerships/ |
| <input type="checkbox"/> | Debit Card Activation- Saturday 2/28/2026- Monday 3/02/2026 |
| <input type="checkbox"/> | Saturday 2/28: You can activate your new 802 Credit Union debit card. Once activated, this new card will be ready to use. Set your own PIN during the activation process. We recommend you start using your 802CU debit card exclusively!
Monday 3/02: Your White River Credit Union debit card will be disabled. |
| <input type="checkbox"/> | Telephone Banking – Set your PIN (Personal Identification Number) |
| <input type="checkbox"/> | On Monday, March, 2, 2026 as of 8:30AM, the system upgrade will be complete and Telephone Banking will be available. Call our Telephone Banking phone number at 800-610-3896 and follow the prompts to set your PIN, verify your information and access the system. For consumer accounts- you'll need to enter your new account # and the last 4 digits of your SSN. For business accounts- enter your new account # and the last 5 digits of your TIN. |
| <input type="checkbox"/> | Download the 802CU Mobile App |
| <input type="checkbox"/> | Download the 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 WRCU app. |