

# A MESSAGE From the President



Dear Members,

The employees and I have spent countless hours preparing for our systems upgrade – one of the biggest, most challenging changes a credit union and its members can experience – and we are excited. **The excitement we feel is due to the many improvements and efficiencies our upgraded systems will bring to you, our members.**

**Just a few of these improvements include:**

- Upgraded online and mobile banking with fully integrated bill pay and Quicken® downloads
- The ability to “see” and “jump” to your joint accounts without logging out of your primary account in online banking
- Online account opening
- Electronic loan document signing available at your convenience from any device you choose – computer, tablet or smartphone
- Upgraded bank-by-phone system with a new toll-free number for access (1-844-891-0909)

As with any change of this magnitude, there may be some pain points along the way. We have been working hard to minimize any service disruption, but there will be some inconveniences as systems go offline and our branches close for the upgrade. **This Systems Upgrade Guide is designed to be your roadmap for a smooth, successful transition. Please read the important information included here.**

At the end of the day, this change – and this improvement – is for you. At your credit union, we never stop thinking of you and how we can improve your life. We hope that you will bear with us as we move our systems forward and forgive us for any inconvenience you may experience while we do so.

**Barbara Harper**  
President

