

Direct Deposits & Automatic Withdrawals

Any direct deposits or automatic withdrawals set up with your current account will continue to clear as they do now. Transaction postings may be slightly delayed during the upgrade. If the delay of postings causes any problems with items clearing your account, we will correct those problems.

Night and Mail Deposits

All night and mail deposits received while we are closed will be posted Saturday October 3rd.

Statements

Your statements will have a new look and format. Statement cycles will continue with no interruption. Members receiving electronic statements will continue to do so. Please make sure that when you get your statement you verify your information and notify us of any discrepancy.

We are looking forward to the enhancements that this upgrade will provide, which will allow us to better serve you. We appreciate your understanding and patience during this transition.

OTHER IMPORTANT NEWS NEW REGULATIONS FOR HOME EQUITY, OVERDRAFT PROTECTION AND CASH EXPRESS LOANS

There have been recent changes in Federal Regulations regarding revolving credit lines. As a result, in order to be compliant, we are required to change the due dates on the following types of loans:

Home Equity, Overdraft Protection and Cash Express.

If you have one of these loans, your payment will now be due on the 28th of each month, effective September 28, 2009.

If your payment is set up through payroll deduction, this will continue to happen.

If your payment is set up to come out of your share or sharedraft account automatically the payment will now be made on the 28th of each month.

We apologize for any inconvenience this may cause. Please do not hesitate to call any one of our loan officers or branch managers with any questions.



People helping people achieve their financial goals.

FEDERAL CREDIT UNION

In this issue

Upgrade

Regulations

August 2009

www.telcofcu.com

Main Branch

811 East Saint Andrew St.
Rapid City, SD 57701
(605) 342-8522
(800) 696-6123

Custer Branch

18 Mt. Rushmore Road
Custer, South Dakota 57730
(605) 673-4416
(888) 570-5411

Hill City Branch

293 Main Street (P.O. Box 240)
Hill City, South Dakota 57745
(605) 574-9596

Westside Branch

2116 Jackson Blvd.
Rapid City, SD 57702
(605) 348-3305

Telco Teller

Automated Telephone Teller
(605) 342-0780
(800) 260-0780

Holiday Closures

September 7, 2009

Monday
In Observance of
Labor Day

October 12, 2009

Monday
In Observance of
Columbus Day

November 11, 2009

Wednesday
In Observance of
Veterans Day

November 26, 2009

Thursday
In Observance of
Thanksgiving Day

IMPORTANT NEWS!!!!

The credit union is very excited to announce that we will be doing an upgrade to our data processing system. This upgrade is scheduled for October 1st and 2nd and ***all offices will be closed on October 1st and 2nd.*** We will open our lobby and drive up on Saturday, October 3rd from 8 a.m. to 2 p.m., with all services available.

Prepare for the upgrade by:

- Getting your extra cash by 5:30 p.m. on September 30th.
 - Make any deposits or transfers in advance
 - Make any loan and bill payments in advance

Following is some information on some of our services and how they will be affected during the upgrade:

E*Teller,

Online transactions **will not** be available beginning 5:30 p.m. on September 30th. The new systems will be available by 8:00 a.m. on October 3rd. E*Teller will have a new look and a new name, It's Me 247. All E*Teller users will be receiving a call from a credit union representative informing you of important information when logging in for the first time on the upgraded system.

Bill Pay

Bill pay will be unaffected at this time. However, no transaction will post on October 1st or 2nd.

Telco Teller

Telco Teller phone transactions **will not** be available beginning at 5:30 p.m. on September 30th. The new systems will be available by 8:00 a.m. on October 3rd. Telco Teller will become CU*Talk. The **new phone number** for this service will be **877-804-3608**.

When first using CU*Talk, the PIN will be the last four digits of your Social Security number. After you enter the system, for security purposes, you will be prompted to change your PIN.

ATM and Debit Cards

These card will not change with the upgrade. You will be able to continue to use them while we are closed. Any transactions made during the upgrade will be posted to your account by Saturday October 3rd.

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