

System Upgrade - General Account FAQs

Why is the Credit Union converting to a new data processor?

In evaluating our current system two years ago, it was determined that this system did not meet the credit union's future needs. The new system from Fidelity Integrated Financial Solutions was deemed the best fit for Wings Financial for the foreseeable future.

When will the system conversion occur?

The conversion will occur between 9:00 p.m. CT February 17 through February 20.

Will services be affected during the conversion?

Yes. The following services will be affected, but are expected to be restored by the morning of Tuesday, February 21:

- All branch offices will be closed Saturday, February 18, and Monday, February 20.
- CU Online Internet Banking and Bill Payer will not be available
- CU PAL Telephone banking will not be available
- ATM/Debit cards will work, but your balance will not be updated live.

Will there be changes to my account number(s) after the conversion?

Yes. The structure of accounts with the credit union will change. Instead of a suffix-based account system, you will be issued a single Wings ID#. For current members, that number will be what you now know as your "account number". Then, each account or loan suffix will be changed to a separate account number under your Wings ID#. For instance, your checking account number will become the ten digit number printed at the bottom of your checks. In the future, this number will be randomly generated.

Why are you changing the structure of accounts?

With the increase of identity theft, and the need for flexibility in account offerings in the future, the new structure was deemed to be the best fit for Wings Financial. Plus, in the event your checking account was compromised, it will be simpler for you to close your account and open a new one. Under the old system, your entire relationship with the credit union had to be changed.

I had multiple account numbers before the upgrade, what happened to my other accounts, and which one is my new Wings ID #?

If you had multiple account numbers on the old system, the LOWEST number, without suffixes, will become your Wings ID #. The other accounts have been assigned distinct account numbers and are now all affiliated with your Wings ID#.

I have a joint owner on some of my accounts. How will the joint owner be affected?

Joint owners will be able to obtain their own Wings ID # to access accounts they are joint owners on, even if they are not primary members. However, the default setting will not allow them access to accounts via CU Online and CU PAL. Should you want to change access, please call the credit union and this access can be set up for you.

Will there be any changes to overdraft protection?

Overdraft protection is still available to all members in much the same way it was before the conversion. The biggest change is in the way the transactions clear your account. Your number of "Reg. D" Withdrawals will be reduced if you have multiple overdrafts because there will only be one transfer made each evening covering all of the day's overdrafts. Because of this, your checking account may show a negative balance for much of the day, until the overdraft transfers have occurred that night.

In addition the option for using your World Class Money Market Account as overdraft protection has changed slightly. You may still use the account as protection, but it must be the first account used to fund an overdraft.

Why does my checking account show a negative balance?

See above "Will there be any changes to overdraft protection?".

What is a Reg. D transaction?

Federal Regulation D (Reg. D) requires the Credit Union to limit the number of automatic transactions from all accounts, excluding regular or business checking accounts. The World Class Money Market account is considered a savings account for Reg. D. These accounts are limited to a total of six (6) automatic transfers each per calendar month and no more than three of the six such transfers may be made by check, draft, debit card, or similar order made by the depositor and payable to third parties. Transactions that are governed by Reg. D include transfers completed by telephone, CU PAL, CU Online, ACH, recurring transfers (excluding transfers to Credit Union loans), electronic payments/transfers and automatic transfers to a checking account to cover overdrafts.

Will there be any changes to my loan payments?

No. However, for line of credit loans, minimum payment calculations will be based on a different model. Please see the conversion information brochure for more details, or ask a loan representative for information.

Will I be able to use my existing ATM or Check/Debit Card after the conversion?

Yes, your ATM or Check/Debit card will work exactly the same after the conversion as before.

Will I be able to use my existing checks after the conversion?

Yes, your checks will work exactly the same after the conversion as before. You will be able to use your existing check supplies.

Will I be able to use my existing credit cards after the conversion?

Yes, your credit cards will work exactly the same after the conversion as before.

Do I have to make any changes to direct deposits or direct payments on my checking account or savings accounts?

No. These will occur as they did prior to the conversion.