

IMPORTANT INFORMATION ABOUT THIS SUMMER'S DATA CONVERSION

Please take a moment to read through this info as it may effect access to your account

This summer we are taking a big, important step to provide you with more efficient service and increase cost savings to our daily operations. While it has been a tremendous amount of work for staff, we feel it will prepare the credit union for the years to come, and continue to offer expanded services to you.

While this will effect several of our services, including debit cards and home banking, we would strongly encourage you to read about some of these "down-times" as we complete the conversion process. Please be checking your mail, as we will be sending reminders about when certain services will be unavailable, and what you need to do to.

We apologize for any inconvenience during this conversion, and we'll do our best to accommodate our members. If you have any questions, please give us a call at 1-800-392-7122. Thank you!

ONLINE BANKING

- **July 31 @ noon through August 3 @ 9:00am** Online Banking will be unavailable.

This includes Mobile Banking.

- **After August 3**, you will need to re-enroll in Online Banking.

If you were previously enrolled, you may use your regular sign on (typically your account number) as your log in ID and the last four digits of your SSN as your PIN. If you had not signed up, you will need to complete the enrollment.

AUDIO RESPONSE

- **July 31 @ noon through August 2 @ 9:00am** Audio Response will be unavailable.

- **After August 2**, you will use *the last four digits of your SSN as your PIN.*

- After August 2, use the new number: **1-800-345-0566**

DEBIT CARDS

- **You will receive a new card and PIN in the mail in July.** You will need to call to activate the card, and it will begin working August 1 at 12:00 AM.

- **After July 31 at 11:59 PM, your old card will not work.**

ATM cards will not be effected by this conversion and will work normally.

Your new card will look similar to this:



ONLINE BILL PAY

- **After July 23 @ noon** no payments will be processed.

- **On August 3 @ 9am** the new bill pay system will be available. You must re-enroll, and set up your payments.

If you were previously enrolled in online bill pay, and want to know what payments you have set up, please contact us at 1-800-392-7122, or check online under pending payments and your payment history.

E-STATEMENTS

- If you were previously enrolled to receive e-statements, you will not need to re-enroll. Use your account number and the last four of your SSN to log in at the end of August to view your July statement.

- If you were not previously enrolled, you may do so beginning August 3 at our website, www.gofirstclass.org.

The conversion will take place officially on August 1, 2010. We do plan on opening on Monday, August 2 with normal business hours. We will continue to work to provide the least amount of interruption for you.

Keep an eye on your mailbox and the website throughout the month of July for more information regarding the changes. As always, if you have any questions, feel free to give us a call at 1-800-392-7122.

Thank you!