



System Upgrade Weekend May 28-31, 2016



System Upgrade Guide

Shoreline Credit Union • Manitowoc & Two Rivers, Wisconsin

What to do now to prepare...

Due to our System Upgrade all members, including eStatement users, will receive a paper statement containing May activity. These statements will be mailed to the current address we have on file. To update a recent address change, contact a Shoreline branch or email us at Info@ShorelineCU.org. Please include a daytime phone number in emails.

eStatements

If you are enrolled in eStatements and have not already done so please download or print at least 12 months of your eStatements as you will no longer have access to this history after May 29, 2016 (See Online Banking)

Become familiar with our NEW "It's Me 247" Online Banking

Take a tour of our NEW online banking platform by visiting our website at ShorelineCU.org for helpful videos and detailed instructions. We've also included an introduction in this publication. *It's Me 247* is coming to you on June 1, 2016.

Online Banking

Scheduled Transfers, Account Alerts and Account Nicknames will need to be re-established in *It's Me 247* so it is important to make note of your current set-up.

Beginning June 1, 2016, you can view your canceled checks through *It's Me 247* online banking. Canceled checks will be viewable in your checking account history for a period of six months.

Bill Payment

Shoreline's current bill pay provider will remain the same, but starting Wednesday, June 1, members will be able to access electronic bill payment by logging in to *It's Me 247* and clicking the "Pay Bills" tab.

NOTE: Any bills scheduled to pay from May 29 - May 31 will be processed on June 1, 2016.

New, improved system upgrade begins June 1!

All Shoreline Credit Union services will be CLOSED beginning at NOON on Saturday, May 28 through Tuesday, May 31. We will REOPEN on Wednesday, June 1, 2016. The following will not be accessible during this period: branch locations, telephone banking, online and mobile banking, bill pay and eStatements.

NOTE: Starting on June 1, call center representatives will be available to assist you. Please call 920-482-3700.

What you should expect during upgrade weekend.

Debit Cards

You will be able to use your Shoreline VISA® debit card (to withdraw cash and make merchant point-of-sale purchases) during the System Upgrade period of May 28 through June 1, 2016. Lower cash withdrawal and point-of-sale limits will apply during this period. Please plan ahead for your cash needs. Shoreline MasterCard® credit cards are NOT affected by this system upgrade.

Online Banking enrollment instructions

As a result of our System Upgrade you will notice a new, enhanced online banking platform on June 1, 2016 "*It's Me 247*." As such you will need to re-enroll in this service when you access it for the first time.

NOTE: The current link to online banking will no longer be available. Please access *It's Me 247* from our main website, ShorelineCU.org.

From there enter your account number — also referred to as the member number — as the temporary username (You will be required to establish a new username after you change your password). Use the last four digits of the primary account holder's Social Security number and four-digit birth year as the password. You will be prompted to change your password at this time. (For your security, passwords must be a minimum eight characters and contain a combination of three of the following in the password: lowercase letter, uppercase letter, number and special character.)

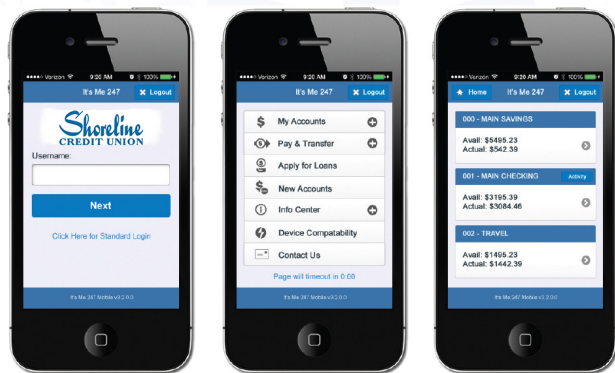
For video tutorials on how to login for the first time to *It's Me 247* and other features, visit the "videos" link on the System Upgrade page of our website — ShorelineCU.org.

CUTalk

Beginning June 1, 2016, members using our telephone teller service should call 1-800-715-1415. This is the same number as the previous S.A.I.L — Shoreline Automated Information Line. All *CUTalk* calls must go through the toll free number as access through our branch phone system is no longer available.

Mobile Banking

On Wednesday, June 1, you will be able to take care of all of your mobile banking needs using *It's Me 247*, optimized for mobile. Just use your mobile device to visit ShorelineCU.org and click on *It's Me 247* Online Banking to get started. We will keep you posted when our Android and Apple mobile Apps are available. *It's Me 247* is Online Banking Your Way!



It's Me 247 is online banking your way!

It's Me 247 allows you to bank online, when and how you want. It's online banking made with you in mind. With the all new *It's Me 247*, Shoreline Credit Union members can...

- Apply for a loan
- Check balances
- View the date and amount of their transactions, including deposits, withdrawals and transfers
- Verify certain checks have cleared
- Read a message from the credit union
- Stop payment on a check
- View eStatements
- Pay bills online
- View images of canceled checks
- Transfer funds between accounts, enter text that describes a transaction at the time of the transfer
- Make loan payments from funds in their account
- Set up or change automatic transfers
- Withdraw funds in the form of a check
- Request that a credit union employee contact them
- Set up eAlerts
- Print loan coupons
- View dividend details on open and closed accounts
- Sign up to receive eNotices
- Adjust how paycheck and other electronic deposits are handled
- Download transaction information to a Comma Delimited File (.CSV), or as a Quickbooks/Quicken compatible format
- Review loan payoff amounts/due dates
- Check current loan/savings/certificate rates
- Initiate opening of additional savings accounts
- Change your username, change password and security questions, receive reminders to change password
- Choose personal preferences, ex. background color, photo album and starting page.
- View annual dividends and interest info
- Assign nicknames to their accounts
- View pending ACH transactions
- Get educated on password strength
- View amount applied to interest and principal in a loan payment



The NEW look of online banking...

It's Me 247 Online Banking

≡ HELP ? MANAGE MY SECURITY LOGOUT

Shoreline
CREDIT UNION

Info Center My Accounts New Accounts Pay Bills eStatements MoneyDesktop Go Mobile Contact Us

We're here to help!
Live Chat

My Account

Susie Q. Member

Switch Account

Rewards

Platinum Member

Current Points

Previous Month

View Point Details

Messages

Messages 3

Members

Place Your Vote!

Latest News

CU*SECURE
Are You Safe?

ACCOUNT SUMMARY | PLATINUM MEMBER

Shared Accounts

Account	Name	Available Balance	Actual Balance	Last Transaction	Accrued Dividends
000	Ownership Share	\$1994.00	\$1994.00	1/7/2012	\$0.00
001	Checking	\$7853.00	\$7853.00	3/14/2012	\$0.00
002	Money Market	\$2703.00	\$2703.00	5/21/2012	\$0.00
003	Shopping	\$1456.35	\$1456.35	7/5/2012	\$0.00

Certificates

Account	Name	Available Balance	Actual Balance	Accrued Dividends	Maturity Date
300	12 MONTH VARIABLE	\$79.53	\$4525.87	\$16.25	3/15/2014
301	3 MONTH CERTIFI	\$0.00	\$10,000.00	\$71.39	11/3/2013

Loans

Account	Name	Regular Payment	Amount Due	Due Date	Balance
300	30 YR FIXED MORT	\$1,109.50	\$1,109.50	8/4/2013	\$183,950.15

Credit Cards

Account	Name	Regular Payment	Amount Due	Due Date	Balance
**3405	MASTERCARD CLAS	\$70.42	\$61.23	12/4/2012	\$1,950.91

It's Me 247
Online Banking

Shoreline Credit Union

EQUAL HOUSING OPPORTUNITY

Shoreline Credit Union is an Equal Housing & Equal Opportunity Lender.

NCUA

Your savings federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government. NCUA a U.S. Government Agency

NOTE: The online banking site in this illustration is not an exact replica of Shoreline's new *It's Me 247* online banking site. Some features may differ from the actual Shoreline Credit Union live site. This picture is intended for illustrative purposes only.

Improved Statements and Receipts

Statements and receipts will have an updated design making transaction details easier to read. Beginning on June 30, your statements will reflect this new design.

Shoreline CREDIT UNION

Two Rivers

3131 Mishicot Rd.
2848 Memorial Dr.

Manitowoc

4400 Calumet Ave.

920-482-3700

Two Rivers - Memorial Drive

Lobby Hours:

Monday - Thursday 8:30 a.m. - 5 p.m.

Wednesday 9:30 a.m. - 5 p.m.

Friday 8:30 a.m. - 5 p.m.

Drive Up Hours:

Monday - Thursday 8:30 a.m. - 5:30 p.m.

Wednesday 9:30 a.m. - 5:30 p.m.

Friday 8:30 a.m. - 6 p.m.

Two Rivers - Mishicot Road

Lobby Hours:

Monday - Thursday 8:30 a.m. - 5 p.m.

Wednesday 9:30 a.m. - 5 p.m.

Friday 8:30 a.m. - 5 p.m.

Saturday 9 a.m. - Noon

Drive Up Hours:

Monday - Thursday 8:30 a.m. - 5:30 p.m.

Wednesday 9:30 a.m. - 5:30 p.m.

Friday 8:30 a.m. - 6 p.m.

Saturday 9 a.m. - Noon

Manitowoc - Calumet Ave

Lobby Hours:

Monday - Thursday 8:30 a.m. - 5 p.m.

Wednesday 9:30 a.m. - 5 p.m.

Friday 8:30 a.m. - 5 p.m.

Drive Up Hours:

Monday - Thursday 8:30 a.m. - 5:30 p.m.

Wednesday 9:30 a.m. - 5:30 p.m.

Friday 8:30 a.m. - 6 p.m.

Saturday 9 a.m. - Noon

24 Hour Services (after June 1)

CUTalk

Toll Free: 800-715-1415

Credit Cards

For additional information or service related to your credit card account, please call 800-654-7728.

To report your card Lost or Stolen, please call 800-449-7728.

Debit Cards

To report your VISA debit card Lost or Stolen, please call 920-793-4541 or 800-554-8969 after hours.

Federally insured by the NCUA.
1136 (3/16)

What will stay the same

Account Numbers

Your existing account number(s) will remain unaffected by our computer System Upgrade.

NOTE: Though your base member account number will not change, the account suffixes will be changing. Before setting up any new direct deposits (after June 1, 2016), electronic transactions, or ordering checks, please contact us to verify you have the correct information.

Mastercard® Credit Cards

Your existing credit cards will continue to work after our computer System Upgrade. Personal Identification Numbers (PINs) also remain unaffected.

Checks

Although your account number remains the same after the system upgrade, the MICR number on your checks will change upon re-order. Please contact the credit union before setting up any new direct deposits or electronic transactions to obtain the correct routing number and account number. You can continue to use your current supply of checks.

Direct Deposit of Payroll, Pension, and Social Security

Your direct deposits will continue to post to your account as they do today.

NOTE: In order to complete the transition to our new system, direct deposits scheduled for Tuesday, May 31 will not be available until Wednesday, June 1 when the new system goes live. (We will not post any debits while credits are unavailable.)

System Upgrade FAQs

What is a Core Processing System?

The core processing system is the computer system that Shoreline Credit Union uses to maintain Members' accounts and loans, and to process transactions.

Why is Shoreline Credit Union updating the Core Processing System?

Our new core processing system will allow us to serve you more efficiently and enable us to offer you new products and services in the future.

Is my personal data safe during the upgrade?

Yes, your personal data and account information will be safe and secure, as always.

Are my funds still safe and secure?

Yes, your funds remain secure. All Shoreline accounts will continue to be insured by the National Credit Union Administration (NCUA) Share Insurance Fund up to \$250,000 per account.

Where do I get up-to-date info on the computer System Upgrade?

Please visit ShorelineCU.org for more information.

The entire Shoreline Credit Union staff would like to thank you in advance for your patience and understanding as we work through our System Upgrade. Wait times at our branches and telephone hold times may be longer than normal as we assist our members with our new and improved services.