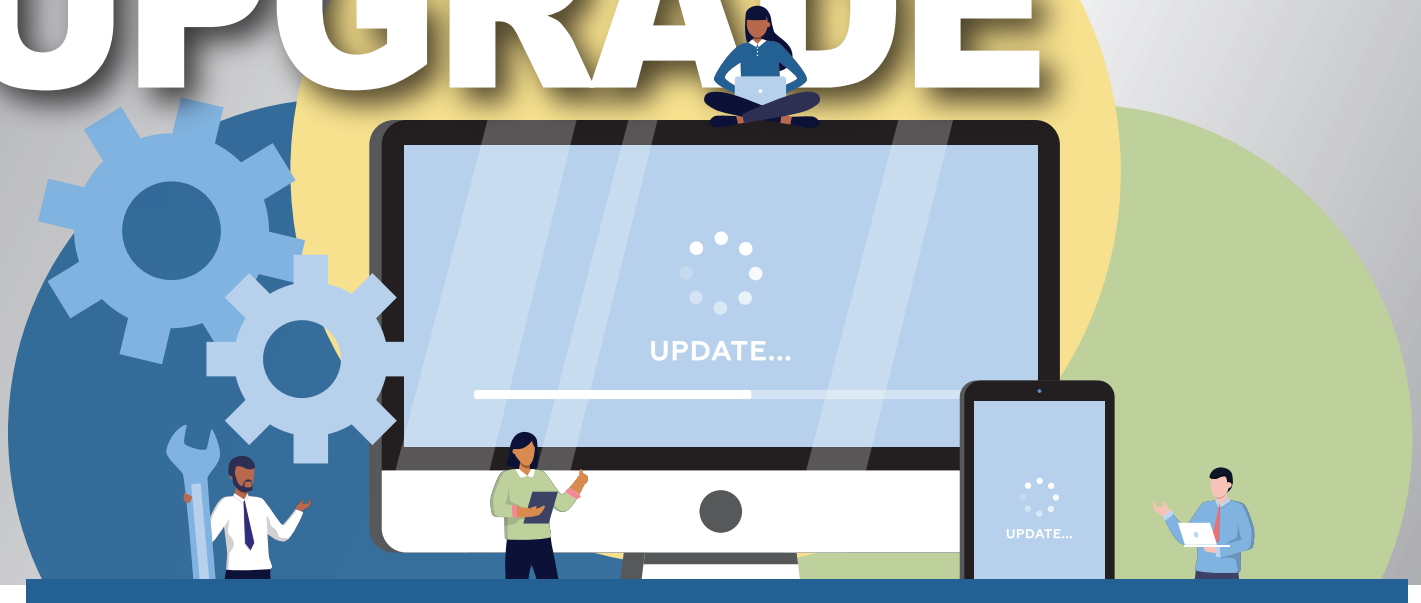


# SYSTEM UPGRADE

- Upgraded online and mobile banking system
- Improved bill pay system
- New e-Alerts
- and much more



## Making Online and Mobile Banking Even Better

We're excited to let you know that starting in April 2024, you'll be able to enjoy a more user-friendly and streamlined interface in our digital banking.

### What Will Stay the Same After the Upgrade

**Account Numbers** – Your existing base account number(s) will remain unaffected by our system upgrade.

**Checks** - You can continue to use your current supply of checks. When you need to order new checks, please contact us for updated information.

**Debit and Credit Cards** – Your existing cards will continue to work after our system upgrade and your PINs will also remain unaffected. Please note: Limited Debit and ATM card access will be available beginning March 29th. Please plan for your cash needs.

**Direct Deposit** - This will continue to post to your account as they do today.

**Bill Pay** – Your existing payees, eBills, and recurring payments will transfer to our new service. However, no new bill payments can be made or scheduled during the time that Bill Pay is unavailable. Any payments scheduled for March 30th will not process until the morning of April 1st.

### What's New After the Upgrade

**It'sMe247 Online Banking** – Starting Monday, April 1, 2024, members will be required to re-enroll in our new online banking. Visit our website, [www.calcom.org](http://www.calcom.org) and click on the Online Banking button. You will need to enroll in It'sMe247 Online Banking by selecting the 'First Time User' link, and then follow the onscreen instructions to have a unique code emailed or texted to you.

*Note: Please contact us prior to March 30, 2024 if your contact information has changed.*



**New Mobile App** – Our new Android and Apple Mobile Banking app should be available from the App Store and Google Play shortly after our System Upgrade. Please be on the lookout for communications about the launch of our new mobile app!



**Stay up-to-date on our upgrade!**  
[www.calcom.org/2024upgrade](http://www.calcom.org/2024upgrade)

Questions about anything? Call us, we are here to help - 855.9CALCOM (855.922.5266).

# System Upgrade Preparation: Things You Need to Know



## FRIDAY, MARCH 29, 2024

**WHAT HAPPENS:** Limited Debit and ATM card access will be available. Bill Pay, Online Banking, Mobile Banking, and Audio Teller will be unavailable after 5:00 pm.

**HOW TO PREPARE:** Have extra cash on hand to get through April 1, 2024. You will want to complete all online and mobile transactions prior to 5:00 pm. You may want to print out recent account history in Online Banking for your reference as well as any recurring payments, transfers, and alerts you have set up.

## SATURDAY – SUNDAY, MARCH 30 – MARCH 31 , 2024

**WHAT HAPPENS:** Our branch will be closed until Tuesday, April 2, 2024. Bill Pay, online banking, mobile banking, and audio banking will be unavailable. Limited Debit and ATM card access will be available.

## MONDAY, APRIL 1, 2024

**WHAT HAPPENS:** Our branch will be closed until Tuesday, April 2, 2024. The New It'sMe247 Online Banking will be available. You will need to enroll in It'sMe247 Online Banking by selecting the 'First Time User' link. Bill Pay will also be available. Your existing payees, eBills and recurring payments will be available on our new system.

CalCom's Audio Banking will be back live. Our toll-free audio banking number will be 833.916.1673

Our mobile app may still be unavailable. Limited Debit and ATM card access will be available.

## TUESDAY, APRIL 2, 2024

The branch will reopen with regular business hours. You may review your account information online at It'sMe247 Online Banking but call or come into our branch if you need help accessing your accounts.

## COMING SOON

Our new Android and Apple Mobile Banking app should be available from the App Store and Google Play. First, delete the old CalCom FCU mobile app from your device. Then, search for "CalCom FCU Mobile" and log in using the same credentials as the ones you created for It'sMe247 Online Banking.

## System Upgrade Schedule At-a-Glance

Location / Tool	Fri, Mar 29	Sat - Sun, Mar 30 - 31	Mon, Apr 1	Tue, Apr 2
BRANCH OFFICE	Open	Closed	Closed	Open
ONLINE BANKING	Unavailable after 5:00pm	X	✓	✓
MOBILE BANKING APP	Unavailable after 5:00pm	Coming Soon*	Coming Soon*	Coming Soon*
AUDIO BANKING	Unavailable after 5:00pm	X	✓	✓
ONLINE BILL PAY	Unavailable after 5:00pm	X	✓	✓
ONLINE LOAN APPLICATION	Unavailable after 5:00pm	X	✓	✓
ATM NETWORK	✓	✓	✓	✓
DEBIT CARDS	✓**	✓**	✓**	✓
CREDIT CARDS	✓	✓	✓	✓
CHECKS	✓	✓	✓	✓
WEBSITE	✓	✓	✓	✓

\*Dependent upon App Store and Google Play release dates.

\*\*Transaction limits may apply.