



FEDERAL CREDIT UNION

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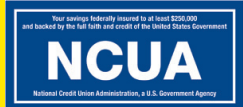
E-mail: creditunion@materion.com

Hours of Operation:

Monday - Thursday: 9am - 5pm

Friday: 7am - 5pm

www.materionfcu.com



FEDERAL CREDIT UNION

Thank you for being a loyal member of Materion Federal Credit Union. You will notice a new online banking system as a result of our computer upgrade. We encourage you to read this informational pamphlet to learn all about what's new and the few steps you will need to take to enroll in the new online banking system for the first time.

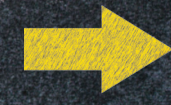





Computer Upgrade: Feb. 17 - 20, 2017

 **Introducing our new online banking system and updating you on everything you need to know!**

Computer Upgrade Coming February 17-20, 2017!

**Everything you need to know
about your online banking,
credit cards, bill pay,
accounts and more!**

-  With the upgrade, you will have easier access to your finances while on-the-go;
-  More efficient services and products for all members at Materion FCU;
-  Streamlined processes for online banking, bill pay, managing your accounts and finding financial solutions;
-  All of the same great customer service that you have grown to love from the trusted staff at Materion FCU.

We know that technology changes sometimes make people nervous, but we want to assure you that we've planned a smooth transition. Our computer company has managed hundreds of credit union computer upgrades, and we're confident that our upgrade will be executed quickly, efficiently and without issue. If you have any questions about our upgrade, feel free to talk to us!

IMPORTANT DATES YOU NEED TO KNOW

Access to home banking, shared branching and bill pay will not be available during these dates. There will be limited access to your ATM/Debit Card.

Please make sure you review these dates and make appropriate plans to manage your funds during our upgrade weekend!

2/16 Thursday

WHAT HAPPENS:

The current online banking system expires tomorrow (Friday, February 17).

HOW TO PREPARE:

Last day to access your current online banking.

We encourage you to save your old statements before February 16. All previous e-statements will be deleted from the system. New e-statements will available in March.

2/17 Friday

WHAT HAPPENS:

Limited access to debit and ATM services will be in place until Tuesday. We will be in transition to the new system.

HOW TO PREPARE:

Withdraw any cash you might need for the long weekend before this date as some ATM and debit card services will be temporarily down.

2/18 Saturday

WHAT HAPPENS:

Limited access to debit and ATM services will be in place until Tuesday. We will be in transition to the new system.

HOW TO PREPARE:

Withdraw any cash you might need for the long weekend before this date as some ATM and debit card services will be temporarily down.

2/17 Friday - 2/20 Monday

Beginning at 5pm on Friday, shared branching, online banking and bill pay will be unavailable.

TIPS FOR FIRST-TIME USERS

The first time you log in to your accounts in online banking, you'll need to enter your account number and temporary password

Your temporary password is the first four numbers of your social security number and then the first two letters of your last name in capital letters. (Ex: 2343PA)



2/19 Sunday

WHAT HAPPENS:

Limited access to debit and ATM services will be in place until Tuesday. We will be in transition to the new system.

HOW TO PREPARE:

Withdraw any cash you might need for the long weekend before this date as some ATM and debit card services will be temporarily down.

2/20 Monday

WHAT HAPPENS:

In honor of President's Day, Materion FCU will be closed and shared branching, online banking and bill pay will be unavailable.

HOW TO PREPARE:

Please plan ahead for your financial needs that may occur on this annual holiday.

2/21 Tuesday

WHAT HAPPENS:

Materion Federal Credit Union is open and all electronic services are back in order for member use! Calls will be routed to a call center for two weeks, but all services will be available.

HOW TO PREPARE:

Finalize your new log-ins and test out the new online banking system called It's Me 247!

What's New with the Computer Upgrade at Materion FCU?

New and improved online banking called **It's Me 247!**



Setup your new username and password for access to all of these great features:

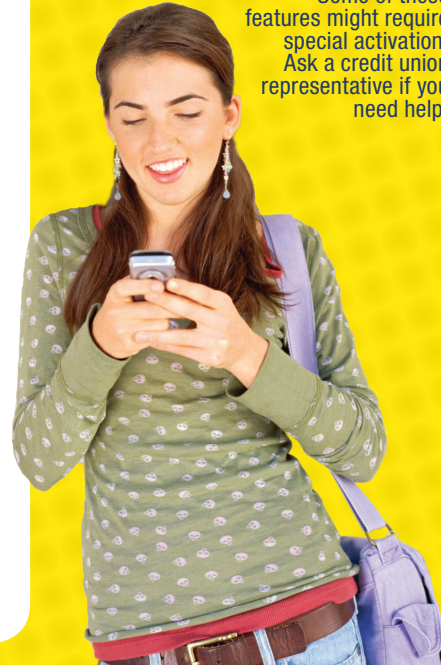
- Apply for a loan
- Check your account balances
- View the date and amount of your transactions including deposits, withdrawals, transfers, and payments
- Verify that certain checks have cleared
- Read messages from the credit union
- Stop payment on a check*
- View your statements online*
- Pay bills online*
- View images of cancelled checks*
- Transfer funds between accounts
- Download transaction information to your money management software (such as MS Money)
- Make loan payments from funds in your accounts
- Set up or change automatic transfers*
- Withdraw funds in the form of a check*
- Set up e-Alerts and sign up for e-Notices*
- Assign nicknames to your accounts
- Adjust how your paycheck and other electronic deposits are handled*
- Review loan payoff amounts and due dates
- Check current loan, savings, and certificate rates
- Open additional savings accounts *
- Buy a certificate*
- Notify the credit union of your new address or phone number
- And so much more!

It's Me 247
Online Banking

Login

Look for the Login badge on our website at www.materionfcu.com.

*Some of these features might require special activation. Ask a credit union representative if you need help!



At Materion FCU, you will receive the same great service and will experience no changes in the following:

BILL PAY ACCOUNT NUMBERS PERSONAL AND BUSINESS CHECKS DEBIT, CREDIT AND ATM CARDS

Frequently Asked Questions

Why is Materion FCU changing computer systems? Our new 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 information safe during the upgrade? Yes, your personal data and account information will be safe and secure, as always. Your new log-ins will be unique to you and kept secure as well.

Are my funds still safe and secure? Yes, your funds remain secure and will continue to be insured by the National Credit Union Administration (NCUA) Share Insurance Fund up to \$250,000 per account.

Where can I get up-to-date information on the computer upgrade? We will have information available on our website and you are also welcome to call the branch and speak to any one of our knowledgeable staff.

Will I have to change my direct deposits for payroll, pension or social security? No, your direct deposits will not change. They will continue to post to your account as they always have.

Will I need to order new checks, debit or credit cards? No, your current checks and cards will remain the same.

The entire staff at Materion Federal Credit Union would like to thank you in advance for your patience and understanding as we work through our computer upgrade. Wait times for our branch may be longer than normal as we assist our members with our new and improved services. Please feel free to contact us with any questions or concerns.

Call Materion at 419-862-4115 | www.materionfcu.com