



Things You Need to Know for Our COMPUTER UPGRADE on May 2, 2016!

As we have been communicating, we are preparing to upgrade our computer system in early May. Following the upgrade, we'll be able to offer members E-Statements and Online Bill Pay! We've summarized the important facts you need to know.

What Will Happen During Upgrade Weekend (Friday, April 29 - Monday, May 2)

In order to accomplish a smooth conversion from the old system to the new system,
we will close on Monday, May 2, 2016.

Any ACH deposits with an effective date of May 2nd will post on May 2nd.

Debit Cards. Available but lower cash withdrawal and point of sale limits will apply during this period. Please plan for your cash needs.

Online Banking and Phone-a-teller (PAT). Will be unavailable from 6pm on Friday, April 29th until 9am on Monday, May 2nd.

Account History. Member access to prior account history as of Saturday, April 30 will be unavailable. This means any previous transactions posting on your account prior to May 1st will not show in online banking, mobile banking, or our 24-hour automated telephone banking service. Electronic check images will also be unavailable. If you need a copy of a check or a printout of your account history, please contact us, and we will be happy to provide it to you at no cost.

Shared Branching/Service Centers. Will be unavailable from 6pm on Friday, April 29th until 9am on Monday, May 2nd.

**Questions about anything?
Our Call Center is here to help at
844-730-6850.**



What Will Stay the Same After the Upgrade

Account Numbers. Your existing base account number(s) will remain unaffected by our computer system upgrade, however, account suffixes will change.

Please note: Though your base member account number will not change, the account suffixes will be changing. Before setting up any new direct deposits (after 5/1/2016), electronic transactions, or ordering checks, please contact us to verify you have the correct information.

Checks. You can continue to use your current supply of checks; you will see a slightly different number at the bottom of your checks when you do place a new order after the upgrade.

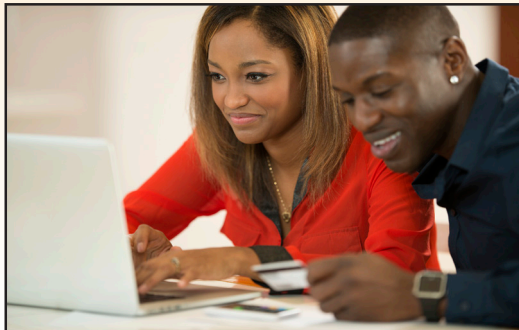
Debit and Credit Cards. Existing cards will continue to work after our system upgrade, PINs will also remain unaffected. Please note: Debit Cards – will be available but lower cash withdrawal and point of sale limits will apply from April 29 - May 2, 2016. Please plan for your cash needs.

Direct Deposit of Payroll, Pension, and Social Security. This will continue to post to your account as they do today. Please note: In order to complete the transition to our new system, direct deposits with an effective date of May 2nd will post even though the credit union is not open on Monday, May 2nd.



What's New After the Upgrade

Online Banking. Starting May 3rd, members will be required to re-enroll in our new online banking. Visit our website, www.tccu.us and click on the **It's Me 247** Online Banking button. Enter your member number and your temporary password (which will be the last four digits of the **primary** member's Social Security Number). For security purposes, you will be prompted to change your temporary password to a permanent password and set up security questions in order to finish logging in the first time.



New Telephone Teller, CU*Talk



E-statements and Bill Pay will now be available. Sign up through online banking beginning May 3rd.

New mobile app – download from the app store (more info to come), will likely not be available till 5/9/16

The entire TCCU staff would like to thank you in advance for your patience and understanding as we work through our system upgrade. Wait times for our Call Center and at our branch may be longer than normal as we assist our members with our new and improved services.

In an effort to cut down on call wait time, we will have additional assistance in our Call Center for the first two weeks after we go live on May 2, 2016. **Please call us with any questions at 844-730-6850.**

Frequently Asked Questions

What does a "computer upgrade" mean at the credit union?

The credit union has a "core processing system" which is the computer system that TCCU uses to maintain Members' accounts and loans, and to process transactions. We are moving all of the data off the old system onto the new system that will allow us to offer more services to our members.

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 TCCU accounts will continue to be insured by the National Credit Union Administration (NCUA) Share Insurance Fund up to \$250,000 per account.

If I have questions before, during or after this computer upgrade, what should I do?

As always, we invite you to call our office at 313-291-3300, email us directly at mailbox@tccu.us or stop into our office and talk to a staff member.



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*Serving anyone
who lives
or works in
Michigan, and
their families.*



www.tccu.us