



Great new services coming to the University of Toledo Federal Credit Union!

System upgrade coming 4/1/2016

The 4/1/2016 system upgrade will bring services many of you have been asking about. It will also prepare us to provide even greater service improvements in the future. But many things will remain the same:

- You'll have the same friendly UTFCU staff and service
- Your account number will not change
- You can still use your existing checks
- Your Debit card, ATM, and credit cards will still work
- Check clearing, income deposits, and loan payments will not be affected

Important dates

- Wednesday evening, 3/30/2016 thru Friday morning, 4/1/2016, Online Banking and Telephone Banking, and Shared Branching will not be available
- Thursday, 3/31/2016 thru Friday, 4/1/2016, all offices will be closed for the upgrade and training
- Friday, 4/1/2016, new services begin

For more information, click on the data processing upgrade banner on our website, www.uoftfcu.com.



Make sure to check out our Q & A on the back!



Q&A

1. **What is a Data Processing Conversion?** Our data processor is the computer system we use to maintain member's accounts and to process transactions. We have chosen to upgrade/transform our computer system to help improve our efficiency and enable us to offer new products and services to our members.
2. **Will I have access to my money during the conversion?** You will have limited access during the conversion. Home Banking, Telephone Banking and Bill Pay **will not be available** until Friday, April 1st. ATM/Debit Cards will be available but with limited access. You may still write checks.
3. **Will my Telephone Banking change?** Yes, our new Telephone Banking System will be called CU Talk. Your PIN will be the last four numbers of the primary member's social security number.
4. **Will my home banking change?** Yes, and we are very excited about this change. Friday, April 1, you can log on to our new home banking via www.uoftfcu.com and click on the It'sMe247 online banking button. You will be required to re-enroll. Enter your member number and temporary password. (This will be the last four of the primary member's social security number and birth year.) You will also setup security questions at first log on.
5. **Will my UTFCU Visa Credit Card change?** No, your credit card will not be affected by the conversion.

For more Q&As, please visit our website and click on the upgrade info banner on our homepage.