

April 2023



Core Conversion Checklist

CFCCU is dedicated to providing you with the latest products and services that are convenient, secure, and help you achieve your financial goals. Save this checklist where you can reference it and complete the items to be best prepared for the Core Conversion.

The core conversion is scheduled to take place from 3/29/2023 to 4/2/2023.

Please read important details below.

February - March, 2023 - Read through the content on cfccu.org/core-conversion. This page shares general information as well as some FAQs about your accounts.

March, 2023 - No later than 1:00 PM on March 29th, 2023, download and save all relevant statements from online banking or download account history to a money management software program such as Quicken® or QuickBooks®. For the best experience downloading your statements from online banking, use a laptop or desktop. Bill Pay users will lose payee information so write them down or contact the Credit Union to obtain a list prior to conversion weekend.

March, 2023 - Regardless of your enrollment in E-Statements, you will receive a paper statement in the mail with your final March account activity. Please keep a watchful eye for them in your mailbox.

March 29 - April 2, 2023 Core Conversion

- On Wednesday, March 29th, 2023, at 5:00 PM, online and mobile banking services will be impacted. Your access will be limited to viewing account balances and activity only. You will not have the ability to do transactional activities such as account transfers, loan transfers, account maintenance, mobile deposits and bill pay.
- On Friday, March 31st, 2023, at 1:30 PM, you will have no access to the existing online and mobile banking platforms.
- On Friday, March 31st, 2023, at 4:00 PM, all credit union branches will be closed.
- On Monday, April 3rd, 2023, all branches will reopen with normal business hours and new online and mobile services will be available.

Debit and credit cards are expected to work through core conversion, but it would be a good idea to get cash before the April 1st weekend as a backup in case of the unknown.

April 3, 2023 - After the Core Conversion

For Online Banking Users. Register as a new user with your existing member account number. Once enrolled, you can use the same log in credentials for all devices.

For Mobile Banking Users.

- First, delete the existing CFCCU app.
- Next, download the new app by searching for "CFCCU" in the Apple or Google Play store.
- Register as a new user with your existing member account number.

Once enrolled, do the following.

- Sign up for bill pay and enter your payee information
- Sign up for e-statements
- Sign up for 'Pay a Friend' and 'External Accounts'

Important Things to Know - After the Core Conversion

- Past activity will not be displayed in the new online and mobile banking. Don't be alarmed, this was expected to happen. Please hang onto your recent statements.
- Your direct deposits, automatic payments and EFT transactions will not be impacted after conversion.
- After the conversion is complete, any account statements from January, February, and March of 2023 will not be available online until May of 2023.