

Together Credit Union Core Banking System Conversion

Important Information to Plan Ahead for “Conversion Weekend”

On Friday, February 28th, our Together Credit Union branches will close after normal business hours and will remain closed Saturday, February 29, Sunday, March 1, and Monday, March 2nd. While the majority of your accounts features will remain unchanged as we implement the new core banking system, various services will be suspended for up to 70 hours, beginning at 5:30pm Central Time on Friday, February 28th extending through Monday, March 2nd.

We have worked diligently to make the transition as seamless as possible. Please note the following will remain the same through this conversion.

- Your account number(s) will remain the same.
- Your existing PINs (personal identification number) will remain the same.
- Your existing online banking User Name and Passwords will remain the same.
- Your existing Visa debit card, Visa credit card, and personal checks will remain the same.
- Your scheduled online banking bill payments will remain scheduled.
- Your automated online banking recurring payments and transfers will remain the same.
- The credit union’s Routing/Transit number will remain the same.

Please review the following information carefully to avoid any inconvenience during the conversion weekend:

	Friday February 28	Saturday, Sunday, and Monday February 29 – March 2
Together Credit Union Branches	Open	Closed
Together Credit Union ATMs	After 5:30pm Central Time: Withdrawals & Balance Inquiries – available Deposits – not available Transfers - not available	Withdrawals – available Balance Inquiries – available Deposits – not available
CO-OP Shared Branches	Available	Not available
ATMs not owned by Together Credit Union	After 6pm Central Time: Withdrawals – available Deposits – available, but funds available on Tuesday, March 3 Balance Inquiries – not available	Withdrawals – available Deposits – available, but funds available on Tuesday, March 3 Balance Inquiries – not available
Night Drop	Deposits – funds available on Tuesday, March 3 Payments – posted as of Tuesday, March 3	Deposits – funds available on Tuesday, March 3 Payments – posted as of Tuesday, March 3
OnlineAccess MobileAccess+	Not available after 6pm Central Time	Saturday & Sunday: not available Monday: available
Scheduled Bill Payments	Payments scheduled for Friday, process as usual	Payments scheduled for Monday, process as usual
Account Access by Phone	Not available after 8pm Central Time	Not available
Credit Union Credit Cards	Available	Available
Credit Union Debit Cards	Available	Available, with the exception of Sunday morning, 4am – 6am Central Time
Credit Union Personal Checks	Available	Available
Checking Account: Courtesy Pay Debit Card Courtesy Pay Overdraft Transfer Plans	Not available after 6pm Central Time	Not available
Member Contact Center	Available 7am – 7pm	Available 7am – 7pm with suspended transaction access
Automated (ACH) Payments and Deposits	Process as usual	Transactions received on Monday will process by Tuesday, March 3 with an effective date of receipt

We have worked diligently to make this system conversion as seamless for you as possible and apologize for the any inconvenience experienced. Your patience and understanding is appreciated. We look forward to bringing you a better banking experience. **Together Credit Union | togethercu.org | 877-325-2848**