

MEMBER NOTICE – ENHANCING YOUR MEMBER EXPERIENCE

Exciting Improvements Coming to our Credit Union

Our priority is providing our Members with secure, reliable, and convenient financial services. To continue enhancing your experience and support our future growth, we will be upgrading our core operating system starting **July 17, 2026**.

What Does This Mean for You?

Our goal is to ensure that every interaction with our Credit Union is simple, secure, and dependable. These system enhancements will provide our staff with improved tools and resources, allowing us to serve you more efficiently while maintaining the highest standards of security and Member care.

Changes You Will See

Online Access Login Updates

To enhance security and protect Member information, the login process for online account access will be updated.

Each Member's new login credentials, which includes:

- **Alias (Username):** Debit Card Number
- **Temporary Password Format:** AccountNumberLastName!
- **Example:** 10001234Smith!

After first login, Members will be asked to create a new personal password that meets the following security requirements:

- Combination of uppercase and lowercase letters
- At least one special character (for example: ! @ # \$ %)
- Minimum of 9 characters
- Maximum of 128 characters

These updates are designed to provide an additional layer of protection for your accounts and personal information.

For those without Debit Card, please contact your local branch at your earliest convenience.

Frequently Asked Questions

When will the system upgrade be completed?

The system conversion is scheduled starting **July 17, 2026**. During this period, some services may be temporarily unavailable. We sincerely apologize for any inconvenience and appreciate your patience as we complete these improvements.

Will my account information change?

No. Your accounts, products, services, and account numbers will remain unchanged.

Will online account access look different?

No significant changes are expected. Members will simply be required to sign in using their new alias and temporary password after the conversion and create a new password. The features and functionality will remain familiar and easy to use.

Will branch services or products change?

No. Our Credit Union will continue offering the same products and services that Members currently enjoy.

Why is the login changing to a Debit Card Number?

Using a debit card number as a login credential is a common practice among financial institutions. It provides a unique identifier linked directly to your accounts and enhances account security.