

August 9th, 2017

Dear Member,

We are excited to let you know about several upgrades that will be taking place in September 2017, all of which are expected to make your life better and transacting with your credit union more convenient.

The biggest upgrade involves our core data processing system, which the credit union uses to maintain members' accounts and loans and to process transactions. Our new core processing system will allow us to offer you new products and services in the future.

As announced in our 1st quarter Outlook Newsletter, this upgrade has been in the works for almost a year. We look forward to the actual implementation of the new system, which will occur during the weekend of **Saturday, September 9th to Monday, September 11th, 2017.**

During upgrade weekend, we will be closed. Our website, mobile app, and TouchTone Express will be temporarily unavailable. Debit cards and ATM cards will function with limited access.

We will update you regularly through communications on our website, in-branch handouts, and emails to inform you of current developments. Please ensure we have your current contact information including home and email addresses.

We are upgrading the following systems:

1. **Online Banking***: The new system is called *It's Me 247* and allows you to make transfers, set up account alerts, and schedule reoccurring transfers.

***Note:** *Bill Pay itself will not change. How you access the website will change.*

2. **Mobile App Banking via iPhone/Android:** A new look with new features. You'll be able to perform the same functions available through online banking.

3. **TouchTone Express is now CU*Talk Phone Banking:** Although the prompts may be different, the new *CU*Talk* service offers new capabilities and is available 24/7, from anywhere in the world.

Sincerely,

County Schools FCU Management

