



## Account Numbers:

Some account numbers will change during the system upgrade. If your account number will change, we will contact you before the upgrade.

## Debit and Credit Cards:

Your existing debit and credit cards will continue to work after our computer system upgrade. Personal Identification Numbers (PINs) also remain unaffected.

## Checks:

You can continue to use your current supply of FDLFCU checks. For future check orders, the MICR Number should convert to a 14 digit number; Format - 1 + 9 digit acct number + 3 digit suffix + calculated check digit. Our third-party check provider also remains the same, should you need to place a reorder.

## Direct Deposit and Payroll Deduction:

Your direct deposits will continue to post to your account as they do today.

## Automatic Transfers:

Any automatic transfers you have scheduled for your account will continue to process as they do today.

## Why are we upgrading to a new core system?

Our new core processing system will allow us to serve you more efficiently and enable us to offer you new products and services in the future.

## Is my personal data safe during the conversion?

Yes, your personal data and account information will be safe and secure, as always.

## Are my funds safe and secure?

Yes, your funds remain secure. All FDLFCU accounts will continue to be insured by the National Credit Union Administration (NCUA) Share Insurance Fund up to \$250,000 per account.

The entire FDLFCU staff would like to thank you in advance for your patience and understanding as we work through our system upgrade.

In an effort to cut down on call wait time, we will have additional assistance in our Call Center for the first two weeks after we go live on October 2nd, 2018.

# System Upgrade

We're IMPROVING for You!



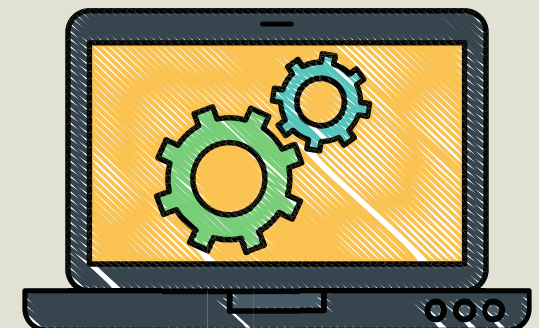
**Streamlines Operations**



**More innovative products and services**



**Better, more efficient member service for you**





### Accessing Online Banking:

You will continue to go to [www.fdlfcu.com](http://www.fdlfcu.com) to access our Online Banking platform. If you have previously bookmarked an old login page, you will need to update your bookmark.

### Login ID:

For all users, your first time login will be: your FDLFCU account number. You will be prompted to create a new 'User ID' after you log in.

### Passwords:

For all users, your initial password will be your Fleur De Lis FCU account number and the last four digits of your social security number. You will be prompted to create a new password after you login for the first time.

### Security Settings:

Your security settings from our previous online banking will not transfer over. As part of your re-enrollment, you will select a new security image, security questions and answers, and a password reset question and answer.

### Mobile Banking:

Our system upgrade also brings a new mobile app with enhanced features. After completing your initial online banking login, you will need to download our new mobile app from your app store. Download links will be available on our website after the upgrade.

### Telephone Banking (CUFast):

Our current telephone banking service (CUFast) will be unavailable after the October 1st upgrade. Our new telephone service (CU\*Talk) will be available. Call the new toll-free number at (833) 856-9872. Your initial password will be your account number plus the last four digits of your social security number. The system will ask you to set a custom pin number after your initial login.

## Friday, September 28th

Last day on current system  
ATM/Debit Stand In Mode - 3:00 PM

## Saturday, September 29th

System upgrade in progress;  
Credit Union closed

## Monday, October 1st

Credit Union closed for training and testing

Online Banking and CU\*Talk Available

ATM/Debit Cards Available

## Tuesday, October 2nd

Re-open with normal hours

### Account History:

Member access to prior account history as of Friday, September 28th will be unavailable.

This means any previous transactions posting on your account prior to September 28th will not show in our new online or mobile banking, and through our 24-hour automated telephone banking service.

All members, regardless as to whether or not they are signed up for eStatements, will receive a final paper statement from our old computer system with account history from September 1st - September 30th. Please retain this for your records

Please be sure to also download and/or print any E-Statements that are currently stored on our current online banking system. They will be unavailable after our upgrade.

### Debit Cards:

The credit union will start converting debit card processing on 09/28/2018 at 3:00 pm. Purchases and ATM Withdrawals may be limited throughout the weekend. Please plan accordingly. We expect to be fully operational by Monday, October 1st.

### Text Banking:

We will be introducing a new Text Banking Service during our upgrade. Login to your online banking to enroll in Text Banking.

### Online Bill Pay:

We will be introducing a new Online Bill Pay Service with our upgrade. You can access and enroll in this service once you login to your new online banking account.

### Mobile Deposit Capture:

We will also be including a new mobile check deposit capture service during the upgrade. You can enroll and use this service by downloading our new Mobile App.