

## FREQUENTLY ASKED QUESTIONS

*Q: Why is Southwest Louisiana Credit Union making this change?*

A: This system upgrade is an important technological advancement for the credit union and our members. Converting to a new core technology will enable Southwest Louisiana Credit Union to operate more efficiently as well as provide the members with new products, functionality and benefits. The new system will bring more applications and functionality to the Online Banking system, more functionality to Mobile Banking, an upgrade Interactive Voice Response system and more data security.

*Q: When will the changes take place?*

A: We will onboard the new system Saturday and Sunday, February 1st-2<sup>nd</sup>. The new system will be effective Monday, February 3<sup>rd</sup>, 2020.

*Q: Will I be able to access my money and/or accounts during the system conversion?*

A: Yes, you can access your funds at ATMs or by using your debit cards.

*Q: Are accounts safe and secure? How safe is this transition?*

A: Yes, accounts and personal information are secure. The safety and security of our members' accounts and their personal information is always priority one for Southwest Louisiana Credit Union. The new system uses the latest advances in data security. In addition, your funds are insured by the National Credit Union Administration per individual up to \$250,000.

*Q: Will my personal information be safe and secure?*

A: Yes, we will continue to maintain the industry best practices and keep member security top of mind throughout the conversion.

Member privacy and security are our priority during the transition, and the new system will provide even more safeguards to protect sensitive information. For peace of mind, we encourage you to review statements before, during and after conversion to ensure accounts are as they should be.

*Q: Will account numbers change?*

A: No, account numbers will not change.

*Q: Will Direct Deposit/ACH/Payroll Deductions be affected?*

A: No, these transactions will be processed without interruption. It is not necessary for you to contact your employer or others who deposit or withdraw funds from your accounts.

*Q: Will I need to order new checks?*

A: No, the check information will remain the same.

*Q: Will I be issued a new debit or credit card and PIN?*

A: No, all debit and credit cards and their PINs will remain the same. Cards may be used throughout the transition without interruption. Do keep in mind, following close of business on Friday, January 31<sup>st</sup> debit cards will move to offline processing until the new system is live. During this time, new transactions will be delayed in posting to your account. Large purchases should be avoided as possible while in offline processing to avoid overdrafts.

*Q: Will account history be transferred to the new system?*

A: Account history will transfer, however previous e-statements will not transfer. You should make sure to download and save the previous months' e-statements for reference prior to close of business on January 31<sup>st</sup>.

*Q: Will Online Banking User IDs and passwords change?*

A: Online banking user names will convert to the new system, however passwords will not. Upon your first log in, you should use your existing username and then the last 6-digits of the member's social security as the password. Following the first login, you can reset your password to one of your own choosing.

*Q: Will Bill Pay be affected by the conversion?*

Automatic payments will not convert. If you have automatic payments made via Bill Pay from your accounts, you will need to reset those auto-payments on the new system after logging into online banking on February 3<sup>rd</sup> or later.

*Q: What should be expected prior to the conversion?*

A: Converting to a new core technology will enable Southwest Louisiana Credit Union to operate more efficiently as well as provide members with new functionality and benefits but expect some service interruptions. CO-OP Shared Branching, online banking, mobile banking, and phone banking services will be unavailable from 2:00 p.m. Friday, January 31<sup>st</sup> until 10:00 a.m. Monday, February 3<sup>rd</sup>. Debit and credit cards will function as normal at ATMs and merchants. It is recommended for members to withdraw cash on or before January 31<sup>st</sup> or have access to alternate forms of payment such as major credit cards, cash and checks during the days impacted by the conversion.