



LFCU CONVERSION GUIDE

We appreciate your membership in the Laredo Federal Credit Union and the trust you have placed in us. Since 1956, our mission has centered on excellent member services, quality products, and competitive rates. In order to meet the long-term growth objectives of the credit union, we will be converting to a new core data processing system. The core system which stores and processes all data and transactions will be upgraded commencing on Tuesday, November 1, 2022. We will reopen on Wednesday, November 2, 2022, at 3:00 PM. Staff has been preparing, training, and testing the system for the past several months leading up to the conversion. While most changes are behind the scenes, there will be some short-term service disruptions at the time of conversion. We apologize for any inconveniences this may cause and thank you in advance for your patience.

PLANNED SERVICE DISRUPTION

The credit union will be **CLOSED** on Tuesday, November 1, 2022. We will reopen our doors on Wednesday, November 2, 2022, at 3:00 PM. Please plan accordingly in advance for your financial needs

The following services will be **UNAVAILABLE** on Tuesday, November 1, 2022:

- All LFCU Branches will be closed on Tuesday, November 1, 2022. We will reopen on Wednesday, November 2, 2022, at 3:00 PM.
- Home Banking will be unavailable, including the following services: Bill Pay, E-statements, and account transfers. This service will be unavailable starting Friday, October 28, 2022, at 1:00 P.M., until November 3, 2022; therefore, any e-statements in your history will need to be printed or downloaded prior to October 28, 2022. After the conversion, these statements will only be available at our branches. Your new Home Banking will not contain any prior e-statements.
- Mobile Banking will be unavailable starting October 28, 2022, until November 3, 2022.
- Audio Response will be unavailable starting October 28, 2022, until November 3, 2022. The new Audio Response number will be: 1-888-840-5328 (LFCU).
- ATM & Debit Cards will have limited services after October 28, 2022, until November 2, 2022. LFCU ATMs will be down starting October 31, 2022.

HOW TO PREPARE FOR THE CONVERSION

Be aware of our downtime- All LFCU branches and services will be limited from Tuesday, November 1, 2022, until Wednesday, November 2, 2022, at 3:00 PM.

Since services will be limited during the conversion period, please have alternative payment methods available such as cash, credit cards and checks during the conversion period. Please plan accordingly in advance for your financial needs.

Complete necessary in-branch transactions prior to close of business on October 31st. If you use Home Banking history to balance your checking account, balance your account prior to close of business October 27, 2022, and print any check images you may need. Online check images prior to October 28, 2022, will not be available online starting October 28, 2022. Audio Response will be unavailable starting October 28, 2022.

Log on to Home Banking prior to October 28, 2022, to download or print your statement account history. This must be done by Friday, October 28, 2022, before 1:00 pm. After the conversion, account history and check images will **NOT** be available in Home Banking for dates prior to the conversion. History within the new Home Banking will commence on November 2, 2022.

Schedule, reschedule or cancel Bill Payments prior to Thursday, October 27, 2022. Since Bill Pay is part of Home Banking it will not be available during the conversion period. LFCU made every effort to make sure that the conversion is a smooth one. Commencing November 2, 2022, you will need to re-enroll in BillPay and set up your existing Bill Pay Payees accordingly. Any payments that you have scheduled from October 28, 2022, through November 2, 2022, will not be processed. Please make necessary arrangements. You must download your payment history by 4:00 PM CST. History will not be available after this date.

SYSTEM CONVERSION FREQUENTLY ASKED QUESTIONS

1. Why is a computer system upgrade necessary?

The new system will bring Laredo Federal Credit Union into the 21st century by allowing us to utilize new technologies, process your transactions more quickly, and ultimately provide you superior member service.

2. Is my personal and financial information safe and secure?

Yes, we will continue to adhere to industry best practices to safeguard your personal and financial information.

3. Are there items that will not change?

Yes, your existing checks, electronic deposits and payments and automatic transfers will continue to be processed without interruption. You will not need to reorder checks or inform any company/merchant of this change.

4. Will my account number change?

No, your main account number will not change.

5. Will my Direct Deposit/ACH/Payroll Deduction be affected?

No, these transactions will be processed without interruption.

6. Will I need to get a new ATM Card, Debit Cards, or PIN?

No, all ATM Cards and Debit Cards and their PINs will remain the same. During the conversion you will have limited services on your ATM and Debit Card.

7. Will the toll-free number to report a lost or stolen ATM or Debit Card Change?

Yes, effective November 2, 2022, our new toll-free number which is available 24 hours a day 7 days a week will be 1-800-472-3272 or you may call us during business hours at (956) 722-3971.

8. Will Home Banking change?

Yes, you will need to reenroll, enter a new pin number, and reestablish your security questions. Home banking will have a new look.

9. Will my statements remain the same?

No, the statements will have a different look.

10. Will there be changes to the Audio Response service?

Yes, you will be asked to select a transaction from the Main Menu. The system will then prompt you to enter your Member Number (Account Number) and then you will be prompted to enter your entire Social Security number. The system will prompt you to establish a pin number. In addition, our new toll-free telephone number to access Audio Response will be 1-888-840-5328 (LFCU). Log on to www.laredofcu.org for more information to help you as you go through the menu options.

11. What will happen to my Bill Pay?

Commencing November 2, 2022, you will need to re-enroll in BillPay and set up your existing Bill Pay Payees accordingly. Any payments that you have scheduled from October 28, 2022, through November 2, 2022, will not be processed. Please make necessary arrangements. You must download your payment history by 4:00 PM CST. History will not be available to you after this date.