



Core Conversion Updates

NAE Federal Credit Union

will be upgrading our core processor and operating system -

All NAE Branch locations will be CLOSED on:

Friday, March 1st and Saturday, March 2nd.

Direct Deposits will be posted when received (some may post early).

Please Plan Ahead

This new system will allow the credit union to process transactions faster, provide enhanced security, and allow for greater expansion of products and services to serve our members financial needs.

Core Conversion Frequently Asked Questions:

What is a core system? Why is NAEFCU upgrading its core system?

The core system is the software that executes major banking functions, such as: opening and managing accounts, originating and servicing loans, processing cash deposits and withdrawals, posting transactions, calculating interest, maintaining member information, and more.

At NAE Federal Credit Union, we are committed to providing quality products and exceptional service. In an effort to improve and expand the products and services that we offer, the credit union decided to upgrade our core banking system and other associated products this spring. This conversion requires a significant investment of both time and resources, but will enable us to enhance our service to you.

We strive to offer you cutting edge technology coupled with a high level of personal service, and believe that this core conversion will help enable us to do that.

When is NAEFCU upgrading its core system?

NAE Federal Credit Union will be upgrading our core system on **Friday, March 1st** and **Saturday, March 2nd**.

All branches will be closed those days.

What is changing with the core conversion? Will my account number(s) stay the same?

Most of the initial changes with the core conversion will be transparent to our members. With our core conversion, **your member number(s) will stay the same** and your existing checks, debit and credit cards will continue to work.

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Conversion Weekend – Be prepared!

- **Thursday, February 28th** - All NAEFCU locations will have normal hours
- **Friday, March 1st and Saturday, March 2nd** - All NAEFCU branch locations will be **CLOSED**
- **Shared Branching** will **NOT** be available to NAE members until from Thursday, February 28th at 6:00PM until 12:00 noon on March 4th.
- **Online and telephone banking** are upgrading also and will **NOT** be available from **5:00PM Thursday, February 28** to Monday, March 4th at 12:00 noon.
- **Debit and Credit cards** will continue to work over the weekend.
- All debit card transactions that are authorized over the weekend will be loaded into our new system on Monday, March 4th. They will post to your account and affect your balances during our next nightly processing which will be the night of Monday, March 4th.

We are investing a great deal of time into planning, testing and verifying the conversion data in an effort to make everything go as smoothly as possible. We apologize for any inconvenience and appreciate your patience through this conversion period.

Is my personal and financial information secure?

At NAE Federal Credit Union, the security and privacy of your information is a top priority. Our new core system will provide additional features to protect your information.

Will anyone be answering the phones while the credit union is closed?

NAEFCU staff will not be available to answer member calls during this period. The core conversion will take the systems offline for an extended period of time and staff will not have access to member information. Staff will be working diligently and for extended hours to bring the new system online, test operating functions, and to ensure system integrity for when we open on Monday, March 4th.

Online and Audio Response banking.

Audio Response banking (Phone access) – Effective March 4, 2019

The new initial login ID will be preset to your member account number and the password will be the last four (4) digits of your Social Security number. For added security, please create a new password after you login the first time.

Home Banking (Virtual Branch) – Effective 12 noon March 4, 2019

The initial login will be preset to your member account number and the password will be the last six (6) digits of your Social Security number. For added security, please create a new password and user ID after you login in the first time.

Current Home Banking users will proceed directly to the Virtual Branch Login using the instructions above.

First time users of Virtual Branch will enroll as a New User using the instructions above.

Both the Login and New User enrollment will be available by clicking the “ACCESS VIRTUAL BRANCH” box on our homepage.

Bill Pay

Bill Pay will NOT be changing, but members will not have access during the conversion. Post conversion, **members will have to access to Bill Pay through the Virtual Branch.**

All payments for March 1st, 2nd or 3rd that are set up on Bill Pay prior to 5:00PM on February 28th, will be executed.

Thank you for choosing NAEFCU. We appreciate your business and value your membership.