



WHAT'S CHANGING:

- **Your account number will not change. However, all account suffixes will change from a letter to a two-digit number. For example, your new Savings suffix will be 00; your new Checking suffix will be 01.**
- A new Online Banking platform will be available as a result of the system upgrade. **All members will be required to re-enroll in Online Services**, including Online Banking, Mobile Banking, and eStatements on or after Monday, December 3, 2018. **You will not have to re-enroll in Online Bill Payer.**
- **All of your Online Bill Payer information will transfer to the upgraded Online Banking platform.** Once you re-enroll in Online Banking, your Online Bill Payer information will populate, including account numbers and payment addresses.
- Your eStatements will not transfer to the upgraded Online Banking platform. You may plan ahead by printing or downloading your recent eStatements prior to 5:30 p.m. on Friday, November 30, 2018.

HOW TO PREPARE:

- Complete all necessary in-branch transactions prior to the close of business on Friday, November 30, 2018.
- Have extra cash on hand or alternate payment methods available, such as checks or your ECU Platinum Visa Credit Card.
- Complete all necessary online transactions prior to 5:30 p.m. on Friday, November 30, 2018.
- **You will not be able to access the Online Bill Payer tab within Online Banking beginning at 8:00 a.m. on Monday, November 26, 2018 through Sunday, December 2, 2018.** However, any payments scheduled to be paid on or before December 2nd will occur.
- Update your email address. Make sure we have your current email address on file in order to receive important updates. If you currently do not receive ECU emails beyond account alerts, we most likely do not have your current email address. You may update your email address at either branch, or by contacting a Member Service Representative at 216-581-5581.