



**CREDIT UNION LIMITED**

Getting there. *Together.*

## Service Interruptions during our Banking System Conversion

We assure you that we are doing all we can to minimize inconveniences and ask for your patience and understanding. Following is a list of service interruptions you may experience during the conversion:

### Friday, February 5

- Full service during regular branch hours. The conversion process will begin after the close of business at 6:00 pm.
- Internet banking will not be available after 6:00 pm. Telephone banking will be discontinued as of 6:00 pm and will no longer be available.
- Members may experience interruptions with MemberCard ATM and POS transactions after 6:00 pm.

### Saturday, February 6 & Sunday, February 7

- The credit union will be closed.
- Internet banking will NOT be available.
- Members may also experience interruptions with MemberCard ATM and POS transactions

### Monday, February 8

- The credit union will be closed.
- Internet Banking should be available to members, but slight interruptions may still occur.
- Members may still experience some interruptions with MemberCard ATM and POS transactions.

### Tuesday, February 9

- Business as usual on Tuesday, February 9 and onward.
- A number of technical procedures will have to be completed after the initial conversion period that may result in some additional service disruptions for some members.



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## Banking System Conversion Preparation checklist:

**Do you have alternative payment methods available?**

Some members may experience interruptions with MemberCard ATM and debit card transactions during the weekend conversion process. Please have alternate payment methods available including cash, credit cards and cheques.

**Have you made last minute bill payments?**

Internet banking will NOT be available on conversion weekend. If you pay bills electronically, we suggest that you make payments in advance of conversion weekend. Future dated bill payments will not be carried over to the new system.

**Have you completed special in-branch transactions?**

Any special in-branch services or transactions such as travelers' cheques, money orders, foreign currency and bank drafts should be completed in advance of the February 5 end of day closure.

**If you use internet banking, do you have a MemberCard?**

If you do not currently have a MemberCard, but use internet banking, you will need to pick up a new MemberCard from the credit union. Your MemberCard number will be needed to log into internet banking.