

INFORMATION TO REMEMBER

Upgrade Dates & Times:

4:00 pm Wednesday, May 31 through 12:00 pm
Friday, June 2, 2017

- Main Office will be closed on June 1 and will open on June 2 @ 12:00 pm
- Telephone Banking will NOT be available (will be available on June 2, 2017)
- Online Banking website will NOT be available (will be available on June 2, 2017)
- SGFCU ATM & Debit cards WILL continue to work as normal.
- All direct deposits and automatic transfers WILL be made as normal.



IMPORTANT

IMPORTANT ITEMS TO NOTE

- Make sure to have copies of the statements that you would like to keep. Prior account history will not be available in Online Banking. Should you need copies of statements prior to June 1, please contact our office and we will be happy to provide them.
- Get extra cash BEFORE the conversion date. Although ATM/Debit cards should not be affected with this upgrade, make sure to have your checkbook or cash available just to be safe.
- There will be an extra dividend posting on your share account for the quarter. One posting will be May 31 (which will be for April & May) and one on July 1 (which will be for June)

We apologize for the inconvenience and we appreciate your patience and understanding during this upgrade and the days following. We are excited about the changes the upgrade will provide for each member and for our staff.

ATM/DEBIT CARDS

You will continue to be able to use your ATM/Debit cards WITHOUT INTERRUPTION during the upgrade. However, the daily limit for ATM or debit card withdrawals will be lowered to \$300 per day until June 2 @ 4:00 pm. When making purchases, please have your checkbook on hand or extra cash with you, just to be safe.

ACCOUNTS & STATEMENTS

Member Number:

Q: Will my member number change?

A: No, your member number will NOT change.

Account Numbers:

Q: Will any of my account numbers (share savings or share draft) change?

A: Yes. The only account number that will be different is the Share Savings (01) account. The number for this account will be (00). All other account suffixes will stay the same.

Checks:

Q: Do I have to order new checks?

A: No, you do not have to order new checks. Your current checks will continue to work. However, when you reorder your checks, you will notice that the MICR line is different. We will have a 14 digit line that will include a check digit.

Statements:

Q: How will I get my statements?

A: Your statements, whether monthly or quarterly, mailed or online, will arrive as normal. You will see some slight differences in the format that will make it easier to read and more user friendly.

It's Me 247
Online Banking

Our new online banking is called IT'S ME 247! Online banking will have an entirely different look with some new customizable features.

Logon to IT'S ME 247 from www.southerngasfcu.com, using your member number and the last four digits of the primary's social security number. You will be prompted to immediately change your password and set up three "Challenge Questions". Menus and transaction processes will be a little different. The new system is designed to be more user friendly.

Our website will also be revamped and will look very different. The new site will still be located at www.southerngasfcu.com but the content and layout will be changed.

CU Talk
Telephone Banking

Our new telephone banking is called CU Talk. This service will continue to be a great way to do transactions on your account if you do not have computer access.

The telephone number for this service will change to a toll-free number:
1-844-354-5825

The PIN number for CU Talk will also change to the last four digits of the primary's social security number. For security purposes, you will be instructed to change your PIN on your first initial telephone call.

You will find some options have changed due to the upgrade. If you currently do not have telephone banking, but would appreciate the flexibility it offers, please give us a call.

OTHER QUESTIONS/CONCERNS

- ◆ Will my electronic payments still process like they did on the old system?
 - * Yes, your transfers and other electronic payments will continue to process as usual.
- ◆ Will the Credit Union be open during the upgrade?
 - * The Credit Union will operate our normal schedule on Wednesday, May 31st. We will be CLOSED on Thursday, June 1st and will not open for business until Friday, June 2nd at 12:00 p.m.
- ◆ Can I log into online banking or use telephone banking during the upgrade?
 - * No, online banking and telephone banking will not be available beginning Wednesday at 4:00 pm. We anticipate both systems to become available on Friday, June 2nd.
- ◆ Will I have access to my money during the upgrade?
 - * Yes, you can continue to use your ATM or Debit card at any CO-OP ATM machine. However, balance information may not be available or current.
- ◆ Will I be able to contact someone if I have questions during the upgrade?
 - * The staff will be on site during the upgrade. However, we will be updating and verifying the new system information and may not be available to answer your call. Should this happen, please leave a message on our voice mail and we will respond to your request as soon as we possibly can.
- ◆ Will my direct deposit still be posted to my account?
 - * Yes, all items will be posted to your account as normal.