



HOLIDAY SCHEDULE

Your credit union will be closed on:

Monday, January 19 -

Martin Luther King, Jr. Day

Tuesday, January 20 -

Closure to our offices

Monday, February 2 -

Closure to our offices

Monday, February 16 -

Presidents Day

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UPDATE YOUR ACCOUNT INFORMATION

If you have recently moved, changed your phone number, or changed your email address/phone list us below. Keeping your account information up to date ensures that your statements will be sent to the appropriate address. It also makes it easier for us to contact you regarding your account.

A Message to Our Members

Recently, we invested in exciting technology updates intended to give members access and improved user processing system. Our goal is to bring you enhanced services through the process. We hope you find an opportunity to look through our member capabilities on the website, on member functionality and on our desktop staffs. This newsletter will help you get prepared for the transition and guide you on the changes you will notice with the new system.

The Nizari staff has been preparing, training and testing the new system leading up to the upgrade. Our offices will be closed from Saturday, January 19, 2015 through Monday, February 2, 2015 to facilitate the upgrade and to ensure all systems are up and running. The staff will be back to normal business hours on Tuesday, February 3, 2015.

Here are some answers to frequently asked questions regarding the update and the disruption of services during the implementation phase of the update. We request you to call, email or visit one of our branch offices for any additional questions you may have.

When will it be changed?

The upgrade will go live on Monday, February 2, 2015. Most of the changes will happen seamlessly with the enhancement. You will need to reset your online and mobile banking logins. Your user name leading "NIZARI" will fully disappear and a secure online banking community. Thank you most for details on how to create secure statements and how to log in with a secure password.

When will I be prepared for the changes?

Please note the deactivation date. Our offices will be closed on Saturday, 1/19/15 and Monday, 2/2/15 for testing and training. There will be a disruption in service of all online banking transactions—members will not be able to log in, get account balance information and make transfers. Your card functionality will be available. Members will not be able to access telephone banking, online banking, bill payment or any branch. All services will be restored on Monday, February 3, 2015.

Please complete all banking activities or transactions before Saturday, January 17, 2015. Please make a note that debit card functionality will be available and you will be able to continue with.

What happens if we are using an Online Bill Pay?

Consider establishing your bill payments which are due prior around the conversion date. After the conversion, members will need to use mail or a new Online Bill Pay system. Please print your current information or use Online functionality when you are ready for mail. Our current online bill payment service will not be converting and therefore, will be unavailable during the conversion.

Sign-up for Online Banking, Telephone Banking and Mobile Cards

Sign up for all the services that you wish before the conversion. This will enable you to take advantage of the new features available after the upgrade. If you don't have a debit card, order one now so you can have access to funds anytime.

Sign-up for statements

The new system will allow members to have access to 12 months of statements through the "My Account" online banking system. The message of members to sign up for a statement. Please take a note of your current account number. Your member account number will not change after the upgrade. However the statement will change. You can find your account number on an monthly statement or check. If you need assistance in finding your account number please visit any of the Nizari branches and speak with a Member Service Representative. For your security, we will provide account number on the phone. Please update your personal contact information with the branch by Friday, January 16, 2015.