



NIZARI

PROGRESSIVE FEDERAL
CREDIT UNION

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Nizari Insider Winter 2015

HOLIDAY SCHEDULE

Your credit union will be closed on:

Monday, January 19 –
Martin Luther King, Jr Day

Saturday, January 31 –
Conversion to new software

Monday, February 2 –
Conversion to new software

Monday, February 16 –
Presidents Day

A Message to Our Members

Recently, we announced upcoming technology enhancements as we migrate to a new and improved core processing system. Our goal is to keep you informed as we move through the process. We hope you had an opportunity to look through our member notifications on the website, on member handouts, and on our statement stuffers. This newsletter will help you get prepared for the transition and update 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 31, 2015 through Monday February 2, 2015 to facilitate the upgrade and to ensure all systems are up and running. We will return 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 service 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 I see changes?

The upgrade will go "live" on Monday, February 2, 2015. Most of the changes will happen internally with the infrastructure. You will need to reset your audio and home banking logins. Your new home banking, "It's Me 247", is a fully integrated and a secure online banking community. Watch your email for details on how to create a new username and how to log in with a new password.

What can I do to prepare for the changes?

Please take note of the conversion date. Our offices will be closed on Saturday, 1/31/15 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 pay bills, get account balance information and make transfers. Debit 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 2, 2015.

Please complete all banking activities or transactions before Saturday, January 31, 2015. Please make a note that debit card functionality will be available and you will be able to withdraw cash.

What happens if we are setup on Online Bill Pay?

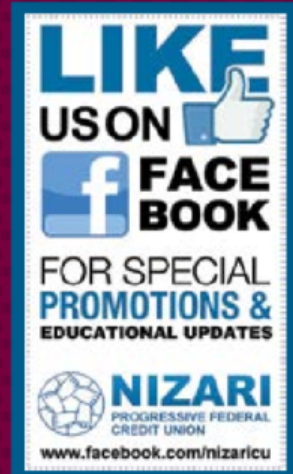
Consider rescheduling your bill payments which are due on or around the conversion date. After the conversion, members will need to re-enroll on a new Online Bill Pay system. Please print your current information so you'll have it available when you are ready to re-enroll. Our current online bill payment service will not be converting and therefore, will be unavailable during the conversion.

Sign up for Online Banking, Telephone Banking and Debit Cards:

Sign up for the services Nizari has to offer 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 e-Statements:

The new system will allow members to have access to 12 months of statement through the "It's me 247" online banking system. We encourage all members to sign up for e-Statements. Please take a note of your current account numbers. Your member account numbers will not change after the upgrade, however the extension will change. You can find your account number on monthly statements or checks. If you need assistance in locating your account number, please visit any of the Nizari branches and speak with a Member Service Representative. For your security, we will not provide account numbers over the phone. Please update your personal contact information with the branch by Friday, January 30, 2015.



UPDATE YOUR ACCOUNT INFORMATION

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