

NEIGHBORHOOD COMMUNITY FCU

EXCITING UPGRADES
BEGINNING AUGUST 1, 2024

www.neighborhoodfcu.org

NEW TECHNOLOGY TO SERVE YOU WELL INTO THE FUTURE

Our team has been working diligently for over a year to bring you an upgraded banking system. This change will greatly improve your total banking experience and our ability to serve you now and into the future! The conversion will take place Thursday, August 1 and Friday August 2 of 2024,

There are a few services that will be temporarily unavailable during this total system upgrade: Online Banking, Bill Pay, Mobile Banking, Remote Deposit, Teledata-24, and CO-OP Shared Branching.

Your ATM card, Debit card and checks will continue to work; we do not anticipate any interruption in their usage.

Thank you for your patience as we make this important technological advancement for the Credit Union and our Members! We apologize in advance for any inconvenience this may cause. Please know our staff is committed to making this transition a smooth process for you. We hope you will take the time to review the information provided and make preparations for managing your accounts during the system upgrade.

We will be providing more detailed information on our website at www.neighborhoodfcu.org

SOME THINGS WILL CHANGE... BUT MANY WILL STAY THE SAME, INCLUDING

- Account Numbers
- Payroll Deposits
- NCFCU Routing Number
- ATM/Debit Card Numbers & PINs
- ACH Transactions
- Automatic Loan Payments

ALL MEMBERS, even those signed up for E-Statements, will receive a paper statement for the month of JULY 2024. You will receive this statement via USPS in early August. If you wish to resume E-Statements, you may sign up for them starting on 08/03/24.

PLEASE make sure that NCFCU has your current landline, work, and cell phone numbers along with E-Mail address so that we may get ahold of you during the conversion if needed.

ONLINE BANKING & TELEDATA-24 Your Online Banking login and password will need to be set up fresh. This will work for the Desktop Version and Mobile App. Teledata-24 will have a new name, telephone number, and prompts.

E-Mail any questions to:
admin@neighborhoodfcu.org

ATTENTION BILL PAY USERS

Any payments scheduled prior to Wednesday, July 31, 2024 will be paid as usual. No additions, changes, or cancellations to Bill Payments can be made after this time. Payee and Payment information WILL NOT be transferred to the new system. We do advise noting your current information beforehand to assist you in re-submitting your bills. Starting Saturday, August 3, 2024, you may register for the NEW Bill Pay.



IMPORTANT DATES

- Online & Mobile Banking unavailable starting at 3:00 p.m. on 07/31/24 until 9:00 a.m. on Saturday, 08/03/24
- Remote Deposit unavailable starting 07/31/24 at 3:00 p.m. until 9:00 a.m. on 08/03/24
- Shared Branching unavailable starting 07/31/24 at 5:00 p.m. until 8:00 a.m. on 08/05/24

THURSDAY 08/01/24

- *Changeover Day!*
- **Office Closed**

FRIDAY 08/02/24

- Office **AND** Drive Thru opening at 9:30 a.m.

SATURDAY 08/03/24

- Office **AND** Drive Thru open from 9:00 a.m. - Noon - This Saturday Only.



Mailing Address:
4848 S. 120th St. Suite 110
Omaha, NE 68137-2051

(402) 895-6880 Phone
(402) 895-7962 Fax

Additional Information for Conversion 08/01/24:

Friday, July 12th - Last day for Online Banking Enrollment until the new system is live on Saturday, August 3rd.

Tuesday, July 30th - Last day to order ATM/Debit cards until the new system is live on Saturday, August 3rd.

E-Statements - Previous E-Statements will not be available in the new system.



Online Banking will change - Your account number will be your Login ID. If your number is less than 6 digits, add a zero at the start to make it 6 digits. If your number is longer than 6 digits, that will not need any adjustment.

New Mobile App - You will need to download the new NCFCU Mobile App following the conversion on Saturday, August 3rd.

Search for "Neighborhood CFCU"

Mobile Banking - Your account number will be your Login ID. If your number is less than 6 digits, add a zero at the start to make it 6 digits. If your number is longer than 6 digits, that will not need any adjustment.

Scheduled Transfers in Online Banking to your other Online Banking accounts will not transfer to the new system.

Online Banking Account Nicknames will not carry over to the new system.

BillPay Users - Upon the conversion, your BillPay account will no longer exist.

How to Plan Ahead:

All Online Banking Enrollment will need to be completed by 3:00 p.m. on Friday July 12th

If you know your ATM/Debit card is lost or damaged, please, notify us immediately so that the old card can be deactivated and a new card issued prior to Tuesday, July 30th.

A paper statement will be issued for the month of July & available to all members in early August - including those enrolled in E-Stmts. The 1st E-Stmt available through Online Banking will be in early September. We advise you to print or download your account history & the last few stmts from Online Banking prior to the conversion for future reference. You will need to re-enroll if you wish to have E-statements going forward.

The 1st time you log into the new system, you will need to use your account number & the temporary password will be the last 4 of your SS#. Following the initial log in, you can change your Login ID & password to one of your own choosing. You may even change it to what you previously had it as on the old system.

The 1st time you log into the new App, you will need to use your account number & the temporary password will be the last 4 of your SS#. Following the initial log in, you can change your Login ID & password to one of your own choosing. You may even change it to what you previously had it as on the old system.

Scheduled Transfers that you have set up to your other Share & Loan accounts will not transfer over to the new system, you will need to manually set these up after the conversion.

If you have renamed your accounts in Online Banking to nicknames ("grocery money" for example), these names will go away with the conversion. You may go in and set them up this way again.

Any payments scheduled prior to Wednesday, July 31st will be paid as usual. No additions, changes, or cancellations can be made after this time. Payee & Payment information will not be transferred to the new system. We do advise noting your current information beforehand to assist you in resubmitting your bills to the new BillPay system. Starting Saturday, August 3rd, you may register for the new BillPay.