

LOOK WHAT'S COMING....

Over the last few months, **Baton Rouge City Parish Employees' Federal Credit Union** has been working behind the scenes to bring you the most advanced financial services and products in the marketplace. We are pleased to announce that we will be converting to a new core computer system on March 1, 2018.

As a member, you will enjoy upgraded security, user friendly statements plus other great features on your Baton Rouge City Parish Employees' Federal Credit Union accounts!

To get ready for this change, stay tuned to all of our upcoming alerts and messages. This information will be very important when the conversion starts. We will be communicating with you in various ways, so it will be easy to stay informed.

*Watch your mail and email for reminders.

*Visit our Website frequently for the latest details.

We look forward to working together through this transition and then celebrating the success with you.

IMPORTANT SERVICE NOTICE:

System Conversion:

How It Will Impact You

As with most major system conversions, there will be some planned service interruptions to facilitate this process. There may also be some "unplanned" service interruptions but our staff is working diligently to keep these to as few as possible. We apologize in advance for this inconvenience and appreciate your understanding during this process.

Credit Union Hours

Closed Thursday, March 1st and reopening Friday, March 2nd at 12:00 Noon

STAR Audio Response (bank-by-phone)

Not available beginning Wednesday, February 28th at 5:00 p.m.; service resuming Monday, March 5th at 8:00 a.m.

CU Service Centers® Access

Not available beginning Wednesday, February 28th at 5:00 p.m.; service resuming Monday, March 5th at 8:00 a.m.

STAR Online & Online Bill Pay

Not available beginning Wednesday, February 28th at 5:00 p.m.; service resuming Monday, March 5th at 8:00 a.m.

Action required for some account holders:

- All direct deposits, ACH transfers, online bill payments and automatic payments will continue as scheduled. **No action is required by you.**
- **STAR - Audio Response (bank-by-phone) Users:** You will have to use your last four digits of your Social Security Number the first time you use this service after Monday, March 5th at 8:00 a.m. to access your accounts. Once logged in, please change your Security Access Code when prompted for security reasons. Please call STAR Audio Response at 225-389-8989.
- **If you download account history into money management software,** please do so prior to February 28th at 5:00 p.m. as after the conversion you will not have access to this data through STAR Online. Following our conversion new historical data will be developed and available for downloading through STAR Online from our new system. You will have to use your last four digits of your Social Security Number the first time you use this service after Monday, March 5th at 8:00 a.m. to access your accounts. Once logged in, please change your Security Access Code when prompted for security reasons.
- Existing **online check images** stored for viewing on Internet Teller will no longer be available after our conversion. Hard copies will however, be available by request. Checks cleared after our conversion will appear for viewing on STAR Online as before.
- **Debit Card** usage will be available on a limited basis effective Wednesday, February 28th at 5:00 p.m. to Friday, March 2nd until 12:00 noon. Please be sure to have another form of payment available during this time.

If you have any questions regarding this matter, please call Member Services at the Credit Union at 225-389-3059.

We apologize for any inconvenience in advance.