

SERVICE AVAILABILITY GUIDE



TECHNOLOGY UPGRADE WEEKEND

Friday, January 29, 2021
at 3:00 PM–Monday,
February 1, 2021.

	NO SERVICE	LIMITED SERVICE	FULL SERVICE	DETAILS	ACTION REQUIRED
Branch	◆			Our Branch will be closed on Saturday, January 30, 2021 and Sunday, January 31, 2021.	Make an appointment for any required in-person transactions before 4:00 PM on Friday, January 29, 2021.
Online Banking	◆			Online Banking will be unavailable from 3:00 PM on Friday, January 29, 2021 until Monday, February 1, 2021. You will not be able to login to access information or perform any transactions.	Check your account balances and complete any necessary Online Banking transactions before 3:00 PM on Friday, January 29, 2021.
Online Bill Pay	◆			Bill Pay transactions scheduled for January 16, 2021 - January 31, 2021 need to be set up before 5:00 PM on Friday, January 15, 2021. After that day, new Bill Pay transactions (or changes to existing ones) will not be able to be set up or changed during this two-week period.	Set up or make changes to any Bill Pay transactions before 5:00 PM on Friday, January 15, 2021.
Mobile Banking	◆			Our Mobile App will be unavailable from 3:00 PM on Friday, January 29, 2021 until Monday, February 1, 2021. You will not be able to login to access information or perform any transactions.	Check your account balances and complete any necessary Mobile App transactions before 3:00 PM on Friday, January 29, 2021.
Mobile Check Deposit	◆			Our Mobile App, including Mobile Check Deposit, will be unavailable from 3:00 PM on Friday, January 29, 2021 until Monday, February 1, 2021.	Deposit any checks using your Mobile App before 3:00 PM on Friday, January 29, 2021 or after the new App goes live on Monday, February 1, 2021.
Account and Loan Applications			◆	Our Account and Loan Applications will not be affected at this time.	No action required.
Member Service Center		◆		Our Member Service Team will be available by phone on Saturday, January 30, 2021 from 8:00 AM-1:00 PM. They will be able to answer questions regarding your account history and current balances, but not perform any transactions. Our Member Service Center will be closed on Sunday, January 31, 2021.	Perform any time-sensitive transactions before 5:00 PM on Friday, January 29, 2021.
Direct.com		◆		Product and service information will be accessible but online loan and account applications will not be available.	No action required.
ATM		◆		Your ATM card will work for withdrawals. You will not be able to make any deposits. ATMs will have a temporary daily withdrawal limit of \$500.	No action required.
Debit Card			◆	Debit Cards will work for purchases. Debit Cards will have a temporary daily limit of \$1,000.	No action required.
Direct VISA Credit Card			◆	Direct VISA Credit Cards will work as usual.	No action required.
Checks			◆	Personal, Business, and Home Equity Checks can be used over, and after, the Technology Upgrade Weekend.	No action required.