



TECHNOLOGY UPGRADE WEEKEND

1/29/2021 - 2/1/2021

Advanced Systems for Enhanced Banking.

Member Guidebook

Important Dates & Details



DIRECT
FEDERAL
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WHAT TO EXPECT ON—AND AFTER—MONDAY, FEBRUARY 1, 2021

Below is a brief overview of things that are new and things that will stay the same after the Technology Upgrade Weekend (Friday, January 29, 2021 - Monday, February 1, 2021).

◆ THINGS THAT ARE NEW OR GETTING ENHANCED

- ◆ **Internal Operating System**—a new, market-leading internal core operating system will give us the flexibility to partner with technology companies to immediately enhance your banking experience and enable us to provide new products and services
- ◆ **Online Banking Platform**—a new, easy-to-use platform will allow you to do more of your banking from the comfort of your home
- ◆ **Mobile Banking App**—like Online Banking, our app will have a new look, be easier to use, and let you do your banking from anywhere
- ◆ **Bill Pay System**—an updated, simple, and intuitive way to pay your bills electronically
- ◆ **Budget Management Tool**—our Online Banking Platform will now automatically categorize your spending so you can track where your money goes
- ◆ **Zelle®**—a fast, safe, and easy way for members to send and receive money with friends, family, and others they trust with a bank account in the U.S.
- ◆ **Loan and Account Application System**—a new, quick, and easy way to apply for additional products

◆ THINGS THAT WILL STAY—OR WORK—THE SAME

- ◆ Member numbers and account suffixes
- ◆ Debit, ATM, and Credit Card numbers, and any related PINs
- ◆ Personal, Business, and Home Equity Checks
- ◆ Online Banking Usernames
- ◆ Any recurring and one-time scheduled transfers and bill payments
- ◆ Direct Deposits and automated withdrawals
- ◆ Scheduled ACH payments
- ◆ Direct Federal's routing/transit number

Please review the dates below carefully to avoid any inconvenience or interruptions to your accounts.

Friday, January 15, 2021



- Final day to make any changes to your internal transfers and any Bill Pay transactions in Online Banking scheduled for Saturday, January 16, 2021 - Sunday, January 31, 2021.
- Internal transfers and Bill Pay transactions scheduled in Online Banking for Saturday, January 16, 2021 - Sunday, January 31, 2021, will need to be set up prior to 5:00 PM on Friday, January 15, 2021. You will not be able to set up or change any external Bill Pay transactions or scheduled internal transfers during this period. You will continue to be able to make one-time, instant internal transfers between your accounts.

Friday, January 29, 2021



- Online Banking and our Mobile App will be unavailable from 3:00 PM on Friday, January 29, 2021 until Monday, February 1, 2021, when our new Online Banking Platform and Mobile App go live. You will not be able to login over the weekend to access information or perform any transactions.
- Mobile Check Deposits made through our Mobile App by 3:00 PM will post on the same day and continue to follow Direct's standard check clearing policy.
- Loan applications and new account applications, with the exception of mortgage applications, will not be available after 3:00 PM on Friday, January 29, 2021 and will resume on Monday, February 1, 2021.
- Any scheduled, one-time, or recurring transfers between Direct Federal accounts for Saturday, January 30, 2021 or Sunday, January 31, 2021 will be processed and posted early on Friday, January 29, 2021.
- Your monthly dividends will post on Friday, January 29, 2021 with an effective date of Sunday, January 31, 2021.

Saturday, January 30 and Sunday, January 31, 2021

- Our Branch will be closed.
- Our Member Service Team will be available by phone on Saturday, January 30, 2021 during our normal hours 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.
- Debit, ATM, and Credit Cards will continue to work without interruption so you can access funds and pay for purchases.
- Direct Federal loan payments scheduled for these two days through the online internal transfer function will post on Friday, January 29, 2021. Loan payments scheduled through an external ACH will post on Monday, February 1, 2021.

PLEASE NOTE:

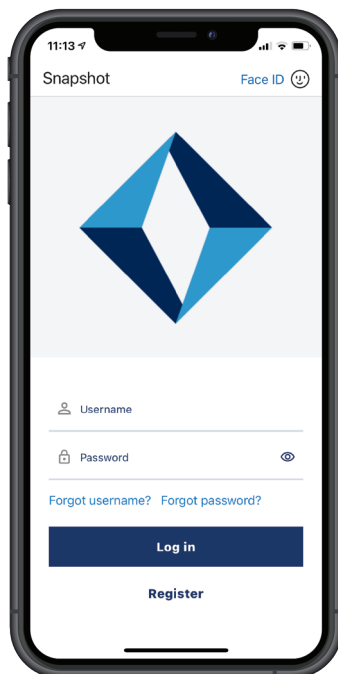
Account access and transactions will be limited between 5:00 PM on Friday, January 29, 2021 and Monday, February 1, 2021. *Read this page carefully for details.*

See pages 10-11 or visit
Direct.com/TechnologyUpgrade
for more details.

ONLINE BANKING PLATFORM AND MOBILE APP UPDATES

Important information for current Online and Mobile Banking users.

- ◆ Our current Online Banking Platform and Mobile App will be unavailable over the Technology Upgrade Weekend, starting at 3:00 PM on Friday, January 29, 2021. You will be able to login again on Monday, February 1, 2021.
- ◆ Your Username and Password will remain the same when you login to Online Banking or your Mobile App for the first time after the Technology Upgrade Weekend. You will then be prompted to verify your identity and change your Password. Please follow the directions on screen.
- ◆ Scheduled internal transfers, Bill Pay Payee Information, as well as account and transaction history, will carry over and be shown in our new Online Banking Platform and Mobile App, leaving you with a seamless experience from one system to the next. We do ask that when you login for the first time, you confirm they are all showing. **Your Bill Pay history will not carry over into the new Online Banking Platform, however, you will still be able to see your transaction history on your monthly statement, or you can download it prior to January 15, 2021.** Please note that for Business Banking accounts, your Bill Pay Payees will not carry over and will need to be set up again. In the near future, we will also be integrating mortgage history and mortgage payment information into our Online Banking Platform and Mobile App—watch for that enhancement coming soon!
- ◆ Any scheduled transfers to other Direct members or external transfers WILL NOT carry over and will need to be set up again using our new “Transfers” widget—see bottom of page 8 for details. We apologize for this inconvenience. Please call our Member Service Team if you need assistance using the new platform.



- ◆ Our new Mobile App will be available starting on Monday, February 1, 2021. If your phone is set up to automatically update your apps each night, you shouldn't have to download the new app. If your phone is not set up to automatically update, you will need to delete your current Direct Federal Mobile App and download our new app from your mobile phone's App Store. You can search for **“Direct Federal”**.

Visit Direct.com/TechnologyUpgrade for more details on our Online and Mobile Banking upgrades, and answers to some FAQs.

- ◆ Pop Money will no longer be our Person to Person Payment platform. Information will not carry over to our new platform. We are excited to introduce Zelle® to our members. Zelle® is a fast, safe, and easy way for members to send and receive money with friends, family, and others they trust with a bank account in the U.S. Zelle will be available to our members starting Tuesday, February 2, 2021.
- ◆ Past statements will be available. Your February 2021 statements—and all future statements—will have a new design that you will see as of the beginning of March 2021.

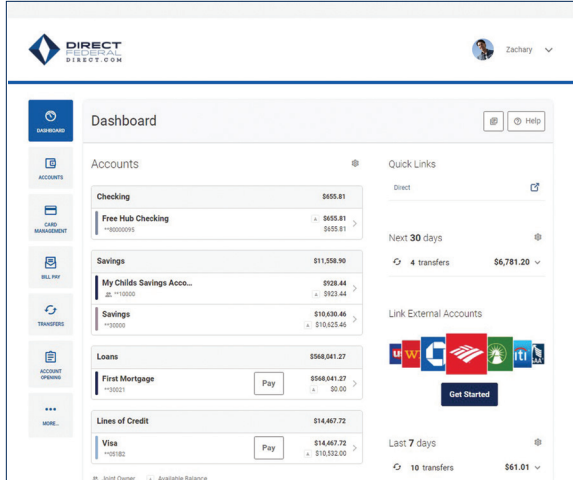


**ONLINE SERVICES THAT
WILL NOT BE AVAILABLE
OVER OUR TECHNOLOGY
UPGRADE WEEKEND**

- × Online Banking
- × Mobile Banking
- × Mobile Check Deposit
- × Account and Loan Applications
- × Secure Email

BANK ANYWHERE, ANYTIME WITH OUR NEW ONLINE BANKING PLATFORM AND MOBILE APP

Enjoy the best banking experience with best-in-class technologies. New features available starting Monday, February 1, 2021.

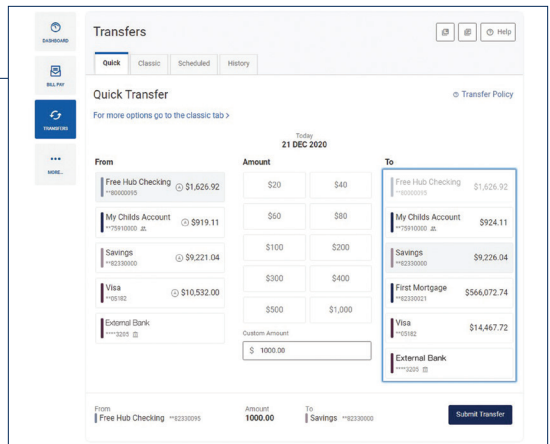


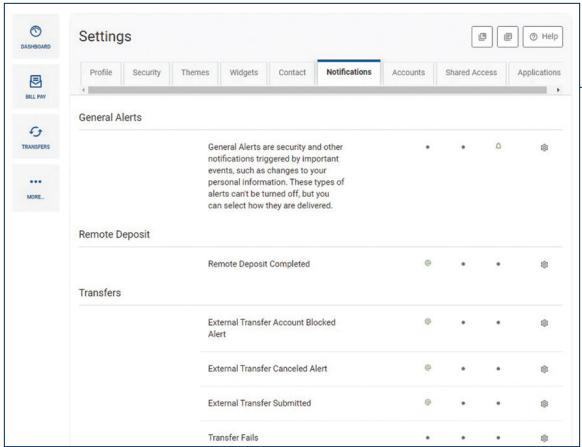
INTUITIVE, USER-FRIENDLY DESIGN

Our new, easy-to-use Online Banking Platform allows Members to navigate quickly and easily while banking from the comfort of their own home. Members will now be able to access all accounts they're associated with, including Joint accounts, their children's accounts, and more, all on one screen and under one login. For the ease and convenience of Business Banking members, you will now be able to access your business accounts using your personal login.

EASIER, MORE FLEXIBLE TRANSFERS

A new "Transfers" widget will allow you to easily set up an internal, external, ACH, or quick transfer. You will be able to schedule transfers for the future, and see past transfers between accounts.



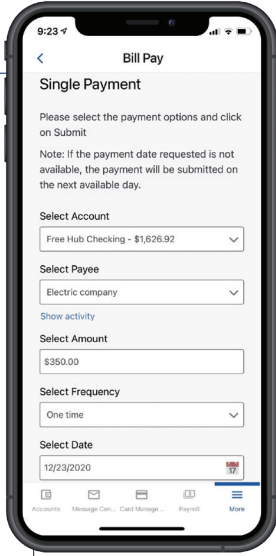


CUSTOMIZABLE INTERFACE

Under “*Settings*” you will be able to completely customize your Online Banking experience, including themes, alerts, and more.

BROADER MOBILE APP CAPABILITIES

Our new, technology-leading Mobile App now offers every feature available within Online Banking—including Bill Pay—all in the palm of your hand, all on the go. In addition, you can quickly and easily deposit checks anywhere, anytime with the enhanced Mobile Check Deposit feature.



SERVICE AVAILABILITY GUIDE



TECHNOLOGY UPGRADE WEEKEND

Friday, January 29, 2021
at 5:00 PM–Monday,
February 1, 2021.

	NO SERVICE	LIMITED SERVICE	FULL SERVICE
Branch	◆		
Online Banking	◆		
Online Bill Pay	◆		
Mobile Banking	◆		
Mobile Check Deposit	◆		
Account and Loan Applications	◆		
Member Service Center		◆	
Direct.com		◆	
ATM		◆	
Debit Card			◆
Direct VISA Credit Card			◆
Checks			◆

DETAILS	ACTION REQUIRED
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 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.
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.
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.
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.
No account or loan applications (except mortgage applications) will be accepted over the Technology Upgrade Weekend.	No action required.
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.
Product and service information will be accessible but online loan and account applications will not be available.	No action required.
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 Cards will work for purchases. Debit Cards will have a temporary daily limit of \$1,000.	No action required.
Direct VISA Credit Cards will work as usual.	No action required.
Personal, Business, and Home Equity Checks can be used over, and after, the Technology Upgrade Weekend.	No action required.

PLAN AHEAD

—for our—

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Our Branch will be closed on Saturday, January 30, 2021 and Sunday, January 31, 2021.

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.

Online Banking and our Mobile App will be unavailable from 3:00 PM on Friday, January 29, 2021 until Monday, February 1, 2021.

Your Debit, ATM, and Direct Visa Card will continue to work. Debit and ATMs will have a temporary daily limit during Technology Upgrade Weekend. Debit Cards will have a temporary \$1,000 daily limit and ATM Cards will have a temporary \$500 daily withdrawal limit.

Bill Payments set up through Online Banking for Saturday, January 30, 2021 or Sunday, January 31, 2021 will post on Monday, February 1, 2021. *See additional important information about Bill Payments on page 4.*

Internal transfers scheduled for Saturday, January 30, 2021 or Sunday, January 31, 2021 will post on Friday, January 29, 2021. *See additional important information about scheduled internal transfers on page 4.*

Direct Federal loan payments scheduled for Saturday, January 30, 2021 or Sunday, January 31, 2021 through an internal transfer function will post early on Friday, January 29, 2021. Loan payments scheduled through an external ACH will post on Monday, February 1, 2021.



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