

System Upgrade Coming Soon!

Dear Valued LLCU Member,

08/30/2024

Our team has been working diligently behind the scenes, to ensure that your banking experience at LLCU is always easy, efficient, and secure. As a result, our Operating Systems, which includes LLCU Online & Mobile Banking, are receiving an extensive upgrade! The upgrade will result in easier & faster in-person service for you, as well as enhanced features and easier navigation for LLCU Online & Mobile Banking.

Our System Upgrade will take place over the long weekend of October 25th – 28th, 2024.

WHAT TO EXPECT DURING UPGRADE WEEKEND:

- **Brief Service Outages** – To successfully conduct our System Upgrade, we will experience some very brief service outages only during the long weekend of implementation.
- **Branch Closure Dates** – Similarly, to successfully conduct the upgrade, we will require our staff to be all-hands-on-deck and; therefore, our branches will be closed on Saturday & Monday of the long System Upgrade Weekend (see dates below).

ACTIONS REQUIRED FROM YOU NOW:

- **Confirm Your Contact Information** – In the coming weeks, we will be sending important information and updates. Please take time to confirm that we have the most current contact information for you. You can confirm your contact information in several different ways:
 - **If you are enrolled in LLCU Online Banking**, login to your account, click on “Settings”, then click on “Profile”, then proceed to update your Address, Email & Phone Number.
 - **If you are enrolled in LLCU Mobile Banking**, login to your account, click on “More”, then click on “Manage profile info”, proceed to update your Address, Email & Phone Number.
 - **If you are not enrolled in LLCU Online & Mobile Banking**, simply call the Member Solutions Center at 1-844-222-7788, and ask them to confirm your contact information saved on file.
- **eStatements** – Once the System upgrade is complete, our new system will store only the previous 12 months of statements. If you anticipate needing statements dating beyond 12 months, we recommend securing those statements now. Here’s how:
 - **If you are enrolled in eStatements**, simply login and download any statements that you require.
 - **If you are not enrolled in eStatements**, call the Member Solutions Center at 1-844-222-7788 to request the statements you desire. They can be mailed or prepared for you to pick up at any LLCU branch.

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IMPORTANT DATES TO NOTE

Friday, October 25th at 2:00p.m.	Mobile Deposit will be unavailable beginning at this date and time. This service will be restored on Tuesday, October 29 th at 8:00a.m.
Friday, October 25th at 5:00p.m.	All LLCU Branches will close at 5:00p.m. LLCU Online & Mobile Banking services will be unavailable beginning at 5:00p.m. on October 25 th . Services will be restored Tues., October 29 th at 8:00a.m.
Saturday, October 26th	All LLCU Branches will be CLOSED.
Monday, October 28th	All LLCU Branches will be CLOSED.
Tuesday, October 29th	All LLCU Branches will re-open at 8:00a.m. LLCU Online & Mobile Banking restored at 8:00a.m.

WHERE CAN I GET MORE INFORMATION

- Keep a close eye on your mailbox and email in the coming weeks, as we will be sharing more updated and important information pertaining to the System Upgrade.
- Visit www.llcu.org/about/system-upgrade regularly for up-to-date information and to view the Frequently Asked Questions section.
- As we near the System Upgrade weekend, you will receive a “System Update Information Booklet” in the mail and email. This booklet will provide detailed information about what to expect and what actions might be needed by you for a smooth transition.

Thank you for your patience as we continue to work diligently to bring you, our valued member, the best banking products, services and features available on the market. We want to assure you that this upgrade will position LLCU to continue to provide you with excellent service for many years to come.

Thank you,

Jeri Phillips

Senior Vice President of Member Services

Follow us!

