

SYSTEM UPGRADE & CHANGES COMING OCTOBER 25th!

Dear Valued Colchester Member,

October 11, 2024

We are so excited about our upcoming SYSTEM UPGRADE here at LLCU because with it comes the ability to fully integrate all our Colchester branch members into the LLCU system. We know change can be scary, but we want to assure you that this change will be great! Colchester members will finally be able to take advantage of the LLCU Online & Mobile Banking and all the features & benefits that come with them. Additionally, this upgrade will better position us to provide you with faster service and the latest in banking technology for many years to come.

Please take the time to read through this letter thoroughly to fully understand the changes that will impact you after our **System Upgrade – which will take place the weekend of October 25th – October 28th, 2024.**

IMPORTANT CHANGES TO EXPECT AFTER SYSTEM UPGRADE:

- The Colchester branch will be **CLOSED from Friday, October 25th at 5:00p.m. and remain closed on Saturday, Oct. 26th and Monday, Oct. 28th.** The branch will re-open Tues., Oct. 29th at 8:00a.m.
- The current **Online Banking specific to Colchester members will be discontinued as of Friday, October 25th at 5:00p.m.** All Online Banking will be unavailable for the entire System Upgrade weekend (10/25/24 – 10/28/24).
- Colchester members will be able to enroll in LLCU Online & Mobile Banking beginning Tues., Oct. 29th at 8:00a.m. For instructions to enroll, please **visit llcu.org/digital-services/online-banking**.
- After the System Upgrade weekend, statements will look a little different as all your accounts will be in a combined statement. Additionally, statements will be sent on a month-end and quarter-end schedule. You will also be able to enroll in e-statements once you enroll in LLCU Online Banking.
- Colchester members can **begin using the LLCU Routing Number as of Tuesday, Oct. 29th at 8:00a.m.** which can be found at the top of this letter. **NOTE - you do not need to order new checks, nor make any changes to ACH deposits** at this time. Simply finish using your existing supply of checks and when the time comes to place a new order, your new routing number should be used.
- Account history & statements for account(s) held at the Colchester branch dating BEFORE the System Upgrade weekend (*before 10/26/24*) **WILL NOT** transfer to the new online banking. Also, after 10/25/24 – you will no longer be able to access the Colchester-specific online banking platform. **If you would like a copy of any account history or statements dating prior to 10/25/24, you can either login now to Colchester online banking to download, or to stop by the Colchester branch before or after the system upgrade to request printed copies.**

IMPORTANT – WATCH FOR YOUR NEW DEBIT CARD in MAIL!

- As of **Mon., Oct. 28th at 8:00a.m.**, Colchester members must **DISCONTINUE** use of existing debit cards.
- You will receive your new LLCU debit card via mail prior to October 28th, 2024.
- You may activate your new debit card upon receiving, but **SHOULD NOT BEGIN** using your new LLCU debit card until **Monday, October 28th at 8:00a.m.**

SUGGESTED TO DO LIST FOR YOU

2 WEEKS TO GO | Friday, October 11th

- Verify your contact information.** Stop in or call to verify that we have your most current contact information (*mailing address, email, phone*) This will ensure you receive all messages regarding the upcoming System Upgrade. Visit the branch or call directly at **309-776-3245**.
- Gather any statements needed.** Account history & statements dating BEFORE 10/25/24 will NOT transfer to the new online banking. Additionally, the Colchester Online Banking platform will be discontinued as of 10/25/24. If you would like statements dating before 10/25/24, we recommend logging into Colchester online banking NOW to download them, or stop by the Colchester branch before or after the system upgrade to request printed statements.
- Check your inbox.** Keep a close eye on your email inbox for messages from LLCU about the changes coming, important dates, required tasks, and any subsequent service outages.
- View our FAQs.** Visit llcu.org/about/system-upgrade to learn more about the upcoming changes. Here you can also download our System Upgrade Info Booklet to keep on hand.

1 WEEK TO GO | Friday, October 18th

- Complete loan applications.** If you need an auto, personal or mortgage loan, please note loan applications will not be available from Fri., Oct. 25th at 5p.m. through Tues., Oct. 29th at 8:00a.m.
- Grab cash.** Visit the branch or ATM to withdraw extra cash to have on hand during System Upgrade weekend as your balance will not update with deposits and there will be daily limits on withdrawals (\$200) and debit purchases (\$1,000). Having a cash payment option is a good idea.

LAST DAY | Friday, October 25th

- Check your balances.** Be sure to check your account balances before online banking goes offline and branches close for the System Upgrade from Fri., Oct. 25th at 5p.m. thru Tues., Oct. 29th at 8a.m., you will not have access to online banking. Therefore, we encourage you to check your balance Friday (10/25) and make note of all withdrawals & purchases made that weekend.

DAY 1 AFTER SYSTEM UPGRADE | Tuesday, October 29th

- Activate & Begin Using Your New Debit Card.** Call the activation number on your new debit card to activate and begin using your new card on Tuesday, October 29th at 8:00a.m.
- Enroll in LLCU Online Banking & eStatements.** Visit www.llcu.org/digital-services/online-banking to enroll in LLCU Online Banking & eStatements. There you will find instructions to enroll, as well as how to set up automatic deposits and payments to your new online account.
- Begin Using Your New Routing Number.** After enrolling in online banking and as you are setting up automatic payments, ACH, or mobile wallet payment options, be sure to begin using your new LLCU Routing Number (shown on page 1).

System Upgrade Weekend:
Oct. 25th at 5p.m. thru Oct. 29th at 8a.m.

Need Assistance?
Call 1-844-222-7788 or
Live Chat at llcu.org