

UPGRADE WEEKEND

QUESTIONS & ANSWERS

Q: *Why are we upgrading online banking?*

A: We are upgrading our online banking in order to streamline workflows to better serve the needs of our members now and into the future. We have partnered with one of the most advanced and well-respected financial software companies in the country to ensure we have a flexible, state-of-the-art system that our members desire.

Q: *Are my funds still safe and secure?*

A: YES. Your funds will remain secure at HHFCU. All accounts will continue to be insured by the NCUA (the National Credit Union Administration). The NCUA provides all members of federally insured credit unions with up to \$250,000 in coverage for their individual account ownership. IRAs are insured separately for up to \$250,000.

Q: *Will my personal data be safe and secure during the upgrade?*

A: YES. Your personal data and account information are safe and secure. This project is in partnership with one of the most advanced and well-respected financial software companies in the country. The protection of your personal data is top priority.

Q: *Do I need to do anything to prepare for the upgrade?*

A: Yes. Before 5pm on Oct 26th, you should do the following:

- Check your balance to ensure you are prepared for the weekend
- Please conduct any special banking that you would need
- Make or schedule online bill payments and/or transfers in advance of 5pm on Oct 26th to ensure that your bills will be paid on time

Q: *How will I benefit from this change?*

A: Some of the things you will notice include:

- The same look and feel between desktop, tablet, and mobile
- Have global access to ALL your accounts in one convenient place. No need to login to other financial sites any longer!
- Transfer money between accounts with ease!
- Send money to a friend or loved one with our NEW Person-to-Person feature!

Q: *If I have question(s) during the upgrade, who can I contact?*

A: If you have any questions before, during or post upgrade weekend, please call us at 845-561-5607. Our Member Solution Center will be open during normal business hours. See back page for information.