

## Nelson & District Credit Union Banking System Upgrade

October 26, 2010 (*revised Feb 8, 2011*)

### Special Communication #3

 <p><b>SWITCH</b> evaluate • educate • innovate</p> <p>Banking System Upgrade February 11 - 14, 2011 FAQ's • Updates • More</p>	<p><b>Important MemberLink Telephone Banking Information</b></p> <p>Users of NDCU's MemberLink telephone banking service will notice significant changes by <b>December 1, 2010</b>. In preparation for "SWITCH", our banking system upgrade, we are making improvements to streamline our services. Changes to be aware of:</p> <ul style="list-style-type: none"><li>-access via a single toll-free number, 1.866.352.6111</li><li>-a new voice will greet and guide you through the new menu system</li></ul> <p>More SWITCH information can be found at <a href="http://www.nelsoncu.com/switch">www.nelsoncu.com/switch</a>.</p>
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Users of Nelson & District Credit Union's MemberLink 24 Hour Telephone Banking service will notice significant changes by December 1, 2010. These changes are being made in preparation for "SWITCH"; our banking system upgrade.

#### **Changes to be aware of:**

- access will be made via a single toll-free telephone number, **1-866-352-6111**
- a **new voice** will greet and guide you through the new **menu system**

If you have questions please call 1-877-352-7207 or email [switch@nelsoncu.com](mailto:switch@nelsoncu.com).

Nelson & District Credit Union's next-generation banking system upgrade is coming. Learn what to expect and how to get ready by regularly visiting our **Special Communications** and **Frequently Asked Questions** sections on our website at [www.nelsoncu.com/switch](http://www.nelsoncu.com/switch).

Thank you,

Nelson & District Credit Union

### SWITCH

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The SWITCH towards a next-generation banking system complements the principles of NDCU by contributing to an environment of learning, while supporting innovative tools, products and services that help members and staff.