

Nelson & District Credit Union Banking System Upgrade

February 08, 2011

Special Communication #12

SWITCH – Banking System Upgrade Delay

At NDCU, we value our relationship with you and the trust you put in us to maintain your credit union deposits, investments and loans. To ensure minimal disruption during our banking system upgrade process, we have made the decision to delay **SWITCH**.

The proposed **SWITCH** date of February 11 to 14, 2011, will no longer take place.

While we have the utmost confidence and regard for our new banking system provider and credit union system partners, we feel it would be in the best interest of our Nelson & District Credit Union members to postpone **SWITCH** to a later date in 2011.

As a member, you have seen an increase in the number of **SWITCH**-related communications over the past two months, while we prepare for our banking system upgrade. Regardless of the delay, member preparation and the upgrade process will remain exactly the same. Right now, members are as prepared as they should be; however, going forward, we will still continue to communicate pertinent member details regarding **SWITCH**:

- Members have been issued a **primary portfolio number**.
 - **retain this document as your portfolio number will not change**
- Members using MemberDirect services have been issued a **temporary PAC** (personal access code).
 - **retain this document as your temporary PAC will not change**
- Members will see a change to their **member statements** post-**SWITCH**.

We have pushed the date ahead to ensure the transition to the new banking system is as seamless as possible.

We will continue to keep the **SWITCH** process top-of-mind for all members. We want members to be as prepared as their credit union.

Stay up-to-date and how to get ready by regularly visiting our **Special Communications** and **Frequently Asked Questions** sections on our website at www.nelsoncu.com/SWITCH.

Frequently Asked Questions

The “**SWITCH**” is delayed – be prepared! If you do not find the answer to your question, please contact us by phone, **1.877.352.7207**, or by email, SWITCH@nelsoncu.com.

One of the most important things you can do is keep up-to-date on **SWITCH** plans by visiting this website frequently and reading the information we make available to you in branch or send you by mail.

SWITCH – DELAY (Feb 2011)

Why is the banking system upgrade being **DELAYED**?

What should I expect with the **DELAY**?

When will the **SWITCH** (Banking System Upgrade) weekend be re-scheduled?

What should I do with the **primary portfolio number** and **temporary PAC (personal access code)** I received in the mail recently?

Will members be impacted by the delay?

General FAQ's (Jan 2011)

What are the benefits of making the **SWITCH**?

Will Members be impacted during the **SWITCH** weekend?

When will the **SWITCH** take place?

Why are you referring to the upgrade as “**SWITCH**”?

Why are you upgrading to a new banking system?

What does a banking system do?

What is a banking system upgrade?

SWITCH – Overview (Jan 2011)

Will there be anyone taking calls over the **SWITCH** weekend?

What can we expect post **SWITCH**?

Will my money and personal information be safe during the **SWITCH**?

Will there be other service interruptions during the **SWITCH** weekend?

Will branches be open during the **SWITCH** weekend?

What do I need to do to get ready for the **SWITCH** weekend?

SWITCH – General Banking (Jan 2011)

Will I still be able to come to a teller to make a paper cheque deposit (CAD or USD funds)?

Will I still be able to come to a teller to have my bills paid (utility, credit card, etc) direct from my account?

Will I continue to get monthly statements?

Will there be disruption to text based Mobile Banking?

Will there be any disruption with Electronic Fund Transfers (EFTs)?

Will my Member number(s) change?

How will I know my Portfolio number?
How will I know if I am the Primary account holder?
Will my Member Account Statement change?
Will I receive a February member account statement?
Will I need a new Member Card?
Will I need to order new cheques?
Will I need to re-set pre-authorized payments or payroll direct deposits?
Will there be any changes in the timing of debits or deposits to my accounts during the **SWITCH** weekend?
If I have a payment due elsewhere on the **SWITCH** weekend will it be processed on time?
Will I need a new MasterCard?

SWITCH – MemberDirect Internet Banking (Jan 2011)

Will there be changes to MemberDirect Internet Banking?
Will the way I login to MemberDirect Internet Banking change?
Will the **SWITCH** change the way I access MemberDirect Internet Banking via the internet?
Will there be any disruption in service during the **SWITCH**?
Will my log-in information and Personal Access Code (PAC) change?
How do I set up a new Personal Access Code (PAC) for MemberDirect Internet Banking?
Will I still be able to view a record of my past transactions in MemberDirect Internet Banking?
Will there be any differences as to how my account information will be presented?
Will I still be able to pay bills using MemberDirect Internet Banking after the **SWITCH**?
Will the bill payments set-up using MemberDirect Internet Banking before the **SWITCH** still be paid as scheduled?
Will my memorized accounts still be in place after the **SWITCH**?

SWITCH – MemberDirect Telephone Banking (Jan 2011)

Will I need to call a new phone number to use MemberDirect Telephone Banking?
Will there be any changes to Telephone Banking?
Will there be any disruption in service during the **SWITCH**?
Will the way I log into MemberDirect Telephone Banking change?
Will my log-in information and Personal Access Code (PAC) change?
How do I set up a new Personal Access Code (PAC) for MemberDirect Telephone Banking?
How will I know my Portfolio number?
Will I still be able to pay bills using MemberDirect Telephone Banking?
Will the bill payments set-up using MemberDirect Telephone Banking before the **SWITCH** still be paid as scheduled?

Will my list of bill payment vendors still be available on MemberDirect Telephone Banking?

Will I be able to listen to a record of my past transactions using MemberDirect Telephone Banking?

Will I still be able to request a faxed copy of my statement using MemberDirect Telephone Banking?

Will the system still be available 24 hours a day and seven days a week?

Are there any other changes I should be aware of?

SWITCH – DELAY

Why is the banking system upgrade being DELAYED?

While we have the utmost confidence and regard for our new banking system provider and credit union system partners, we feel it would be in the best interest of our members to postpone **SWITCH**. An upgrade of this scale requires comprehensive testing, testing and re-testing.

We have pushed the date ahead to ensure the transition to the new banking system is as seamless as possible for members.

What should I expect with the DELAY?

As a member, you have seen an increase in the number of **SWITCH**-related communications over the past two months, while we prepare for our banking system upgrade. Regardless of the delay, member preparation and the upgrade process will remain exactly the same. Right now, members are as prepared as they should be; however, going forward, we will still continue to communicate pertinent member details regarding **SWITCH**:

- Members have been issued a **primary portfolio number**.
 - **Please retain this document as your portfolio number will not change**
- Members using MemberDirect services have been issued a **temporary PAC**.
 - **Please retain this document as your temporary PAC will not change**
- Members will see a change to their **member statements** post-**SWITCH**.

We will continue to keep the **SWITCH** process top-of-mind for all members. We want members to be as prepared as their credit union. Please continue to read all **SWITCH** communications, visit www.nelsoncu.com/SWITCH frequently, read your mail and ask us questions.

When will the SWITCH (Banking System Upgrade) weekend be re-scheduled?

We are currently working on a new date for 2011. We will broadcast the new date to members as soon as we secure one.

What should I do with the primary portfolio I received in the mail recently?

Please retain this document as your primary portfolio number will not change.

What should I do with MemberDirect temporary PAC (personal access code) I received in the mail recently?

Please retain this document as your MemberDirect temporary PAC (personal access code) will not change.

Will Members be impacted by the delay?

No. At NDCU, we value our relationship with you and the trust you put in us to maintain your credit union deposits, investments and loans. To ensure minimal disruption during our banking system upgrade process, we have made the decision to delay **SWITCH**.

However, please continue to stay informed regarding a new date and how the prepare yourself.

Thank you for your understanding.

General FAQ's

What is a banking system upgrade?

A banking system upgrade means that we are changing the technology that we use to serve members.

What does a banking system do?

Its primary function is to accurately maintain all member account and balance information.

Why are you upgrading to a new banking system?

Upgrading to a next generation banking system allows us to increase efficiencies and it will be much easier to use for our staff. After the initial learning period staff will be able to provide members with more information and better service.

Please be patient with staff post-**SWITCH** as we learn this new system.

Why are you referring to the upgrade as “SWITCH”?

Our members expect innovative products and efficient service on a daily basis. With technology changing, the financial industry evolving and member expectations growing-it's time for Nelson & District Credit Union to **SWITCH**.

When will the SWITCH take place?

New Date TBD. The **SWITCH** to the new banking system will take place in 2011.

Will Members be impacted during the SWITCH weekend?

Yes, all members will be impacted.

By keeping you up-to-date and informed we hope to make this **SWITCH** to new technology as easy as possible.

What are the benefits of making the SWITCH?

One of the principal benefits is that the new banking system will be faster and easier for staff to learn and use, giving staff more time to assist and advise members rather than work with computers. It also lets us serve members better by making it easier to develop new products and services.

There will be a learning curve as we serve members on this new system. Please be patient.

SWITCH - Overview

Will there be anyone taking calls over the SWITCH weekend?

Yes, while service will be limited we will have a 24 hour helpline to deal with general inquiries; member account details will not be available.

There will be limited support for priority calls during the **SWITCH** weekend:

New Date TBD

Please call our toll-free helpline at 1.877.352.7207.

What do I need to do to get ready for the SWITCH weekend?

There are some important things that you should be aware of and potentially take care of in advance of the **SWITCH**. Since the only access you will have to your accounts during the **SWITCH** weekend is through ATMs and point-of-sale (POS) services, we recommend you consider the following:

- **SWITCH - *New Date TBD***
- Plan ahead for major purchases. Plan to use alternative payment methods, such as credit cards or cheques, or consider withdrawing extra cash by ***New Date TBD***
- ATM and point-of-sale (debit card) services will experience service interruptions. If you're planning any large or critical purchases, consider making them before or after the **SWITCH** weekend.
- Check your bill payments; if they are due on the **SWITCH** weekend, they will need to be paid before ***New Date TBD***. No bill payments will be processed during the **SWITCH** weekend. You will need to make other arrangements for any future-dated bill payments scheduled for those days.

- If you've set up bill payments for dates after the **SWITCH**, confirm that they are still set up correctly after the new system goes live. Consider noting bill payees along with the account numbers of the bills you pay in the event they do not transfer over.
- If you expect you'll need a branch service such as cash, USD exchange, USD bank drafts, official cheques, traveller's cheques, or access to your safety deposit box while the branches are closed, take care of it before or after the **SWITCH** weekend.
- If you download account information from MemberDirect Internet Banking to Quicken® or any other money management program, do so before **New Date TBD**.
- For additional peace-of-mind please hold-on to your pre-**SWITCH** statements to confirm your accounts transitioned accordingly.
- eStatements are a great way to view your archived statements. Consider signing up in advance of the **SWITCH** weekend. More info at www.nelsoncu.com/estements.

Will branches be open during the SWITCH weekend?

No, all NDCU branches will be closed.

All NDCU branches will be:

- **New Date TBD**

Will there be other service interruptions during the SWITCH weekend?

Yes, MemberDirect Internet and MemberDirect Telephone Banking will be unavailable. All our ATMs will be available as usual and you will be able complete point-of-sale (debit card) purchases; however, there will be service interruptions throughout the weekend.

Will my money and personal information be safe during the SWITCH?

Yes. We take the security of your deposits and personal information very seriously. *We are members too!* We are also performing extensive data migration testing before the **SWITCH** to ensure all information is imported safely and accurately. As always, your deposits are fully guaranteed by the Credit Union Deposit Insurance Corporation of British Columbia.

What can expect post-SWITCH?

Our Credit Union will be using an innovative next generation tool that will benefit staff and members.

We do ask for patience from members, in the first few weeks post-**SWITCH**, as all of our staff get comfortable on our new banking system.

One of the most important things you can do is keep up-to-date on **SWITCH** plans by visiting www.nelsoncu.com/SWITCH frequently and reading the information we make available to you.

SWITCH – General Banking

Will I still be able to come to a teller to make a paper cheque deposit (CAD or USD funds)?

Yes, our full service tellers will be happy to assist you with all your deposit and withdrawal transactions with minimal disruption.

Will I still be able to come to a teller to have my bills paid (utility, credit card, etc) direct from my account?

Yes, the teller bill payment option will be available. Bills can also be paid for free on MemberDirect Internet, Telephone and Mobile banking services. Please inquire.

PLEASE NOTE: We are expecting all bill payment info to transfer over. In the event this does not occur we ask that all members retain their bill payment info (vendors, account numbers) in advance of **SWITCH** weekend.

Will I continue to get monthly statements?

Yes, paper statements will continue to be mailed to members. Members can opt-out of mailed paper statements and access eStatements. More info at www.nelsoncu.com/estatemnts.

A couple things to be aware of regarding mailed paper statements;

- 1) During **SWITCH** month, members will receive 2 statements; one (pre-**SWITCH**) and one (post-**SWITCH**).
- 2) The statement design will change for all post-**SWITCH** statements. Info regarding new design was sent to members in mid-January.

Will my Member number(s) change?

Yes. After the **SWITCH** your Personal member number will be referred to as your primary portfolio number.

How will I know my primary portfolio number?

You will receive your new primary portfolio number in the mail. If you don't know your new primary portfolio number, you can also request it from us on your first visit back after **SWITCH**. Or you can call our toll-free helpline during the **SWITCH** weekend at 1.877.352.7207.

Your Branch Number and oldest Personal member number will be combined to create your primary portfolio number. All personal account information will be consolidated under ONE primary portfolio number.

How will I know if I am the Primary account holder?

To determine if you are the Primary member is to look at a statement for the member name that appears first.

Will my Member Bank Statement change?

Yes, we have re-designed our Member Account Statement to present a clearer picture of your banking relationship and to allow for better communication.

Members will receive a sample, with descriptions, of the re-designed Member Account Statement in February.

Will I receive a February member account statement?

Yes, you will receive two.

- Pre-SWITCH
- Post-SWITCH

Will I need a new Member Card?

No, you will not require a new Member Card and your 4-digit PIN will not be affected.

Will I need to order new cheques?

No, your existing cheques will be fine.

Will I need to re-set pre-authorized payments or payroll direct deposits?

We are working very hard to ensure that these processes will transfer to the new banking system, and you should not need to reset pre-authorized payments or payroll direct deposit.

Will there be any changes in the timing of debits or deposits to my accounts during the SWITCH weekend?

Yes, there will be changes, up to a 3 day delay.

For example, the timing of any pre-authorized debits (payments) or credits (deposits) to your accounts will be delayed over the **SWITCH** weekend. Please plan ahead for alternate payment methods.

If I have a payment due elsewhere on the SWITCH weekend will it be processed on time?

No, there will be up to a 3 day delay.

Will I need a new MasterCard?

No, your MasterCard credit card will not be affected.

Will there be any disruption with Electronic Fund Transfers (EFTs)?

Yes. There will be a 2-4 day gap.

Will there be disruption to text based Mobile Banking?

Yes, after the **SWITCH** Personal member numbers will change to Portfolio numbers. Because of the change, as outlined above (**Will my Member Number(s) Change?**

How will I know my Portfolio number?), it will appear as though your phone number is no longer set up for Mobile Banking; however, it is still in a database. Because your mobile device needs to be linked to your new Portfolio number, you will need to re-sign up for Mobile Banking.

The first step is to text the word **STOP** to 66639 (MONEY). This will cancel your Mobile Banking under your old Member number and allow you to sign up again for this service under your new Portfolio number.

One of the most important things you can do is keep up-to-date on **SWITCH** plans by visiting www.nelsoncu.com/SWITCH frequently and reading the information we make available to you.

MemberDirect Internet Banking

IMPORTANT NOTE FOR MEMBERDIRECT USERS: Authorized vs Unauthorized MemberDirect Access. Please consider who has access to your banking information. NDCU recommends that your login details are not shared with others. All your banking information will now be visible on one MemberDirect Account Summary Page.

While our goal is to ensure your bill payment vendors are still available on the new banking system, there is a chance that you may need to recreate your list of bill payment vendors. It would be a good idea to take a moment before **SWITCH** weekend to jot down your bill payees and the account numbers.

Will the way I login to MemberDirect Internet Banking change?

Yes. You will be issued temporary login details for first-time login post-**SWITCH**. This information was mailed to all MemberDirect users for receipt by February 4, 2011. **PLEASE RETAIN THIS INFORMATION.**

The steps you take to log into MemberDirect Internet Banking will change; you will enter your new Portfolio number and a temporary Personal Access Code (PAC).

If you have any questions about your temporary login details please use the secure MemberDirect 'Contact US' form or email pac@nelsoncu.com.

Note: Members have been issued a new temporary PAC for first-time use after the **SWITCH**. Sent for receipt by February 4, 2011. **PLEASE RETAIN THIS INFORMATION.**

Visit http://www.nelsoncu.com/md_landing.php for more post-**SWITCH** login details.

Will there be changes to MemberDirect Internet Banking?

For the most part, MemberDirect Internet Banking will be unaffected by the **SWITCH**. Here are some of the things you should be aware of:

- If you pay bills online, you may need to recreate your list of bill payment vendors. Take a moment before **SWITCH** weekend to note who your bill vendors are, along with the account numbers of the bills you pay.
- The login process will vary slightly as members will now enter Portfolio Number and PAC.
- The member will need to use a temporary Personal Access Code (PAC) the first time you login. This information has been mailed to all members using MemberDirect services by February 4, 2011. More temporary login details at http://www.nelsoncu.com/md_landing.php

PLEASE RETAIN THIS INFORMATION.

The first time you login post-**SWITCH** you will also need to once again accept the Terms & Conditions associated with the use of MemberDirect Internet Banking by scrolling to the bottom of the page and clicking "Accept".

Will the SWITCH change the way I access MemberDirect Internet Banking via the internet?

No, the MemberDirect Internet Banking website access will not change. Members will still use the same URL (web address) to connect to MemberDirect Internet Banking.

Will there be any disruption in service during the SWITCH?

Yes, MemberDirect Internet Banking will be unavailable during the **SWITCH** weekend; *New Date TBD*

Will my login information and Personal Access Code (PAC) change?

Yes. The login process will require your new Primary Portfolio number and PAC. However, the first time you login, you will need to use a temporary Personal Access Code (PAC) this has been mailed to you by February 4, 2011. This will be set to be used *New Date TBD*.

PLEASE RETAIN THIS INFORMATION.

NOTE: once successfully logged-in, you will be prompted to change your PAC to one of your choice. If you are also a MemberDirect Telephone Banking user this step is the same.

If you have trouble logging-in please contact us (pac@nelsoncu.com or 1.877.352.7207) and we will be happy to assist you as an assigned default PAC will need to be issued.

How do I set up a new Personal Access Code (PAC) for MemberDirect Internet Banking?

The MemberDirect Internet Banking system will guide you through the process of creating a new Personal Access Code (PAC). A secure and unique PAC is very important.

How will I know my Portfolio number?

You will receive your new portfolio number in the mail. If you don't know your new member Portfolio number, you can also request it from us on your first visit back after **SWITCH**.

Your Branch Number and oldest Personal member number will be combined to create your member Portfolio number. All personal account information will be consolidated under ONE member Portfolio number.

Will there be any differences as to how my account information will be presented?

Yes. All memberships you are associated with as a primary member, a joint member, or in-partnership with, will now appear within the scope of your online banking.

IMPORTANT NOTE FOR MEMBERDIRECT USERS: Please consider who has access to your banking information. NDCU recommends that your login details are not shared with others. All your banking information will now be visible on one MemberDirect Account Summary Page.

Will I still be able to pay bills using MemberDirect Internet Banking after the SWITCH?

Yes, you can still pay bills online. NOTE: you may need to recreate your list of bill payment vendors – take a moment before **SWITCH** weekend to note who your bill payees are and the account numbers of the bills you pay.

Will the bill payments set-up using MemberDirect Internet Banking before the SWITCH still be paid as scheduled?

We are making every effort to ensure that your scheduled bill payments will transfer over to the new system after the **SWITCH**. It is a good idea to confirm that they are still set up correctly after the new system goes live.

NOTE: those bills scheduled for payment on the actual **SWITCH** dates **New Date TBD** will not go through. **Ensure you pay them manually prior to - New Date TBD.**

Will my memorized accounts still be in place after the SWITCH?

No, you will need to re-establish your memorized accounts.

One of the most important things you can do is keep up-to-date on **SWITCH** plans by visiting www.nelsoncu.com/SWITCH frequently and reading the information we make available to you.

MemberDirect Telephone Banking

While our goal is to ensure your bill payment vendors are still available on the new banking system, there is a chance that you may need to recreate your list of bill payment vendors. It would be a good idea to take a moment before **SWITCH** weekend to jot down your bill payees and the account numbers.

Will I need to call a new phone number to use MemberDirect Telephone Banking?

Yes & No, the Telephone Banking phone number remains the same toll-free 1.866.352.6111; however, the local number will no longer be available.

Will there be any changes to Telephone Banking?

Yes. By the end of November 2010, this will be a completely new telephone banking system and it is organized in a slightly different manner with **a new voice**. The new system will guide you through your choices, and we are confident that you will quickly become familiar with the new menu structure.

Will there be any disruption in service during the SWITCH?

Yes, MemberDirect Telephone Banking will be unavailable during the **SWITCH** weekend; **New Date TBD.**

Will the way I log-in to MemberDirect Telephone Banking change?

Yes, the steps you take to log-in to MemberDirect Telephone Banking will change slightly; you will enter your **new Portfolio number** and a **temporary Personal Access Code (PAC)**.

Note: you will be issued a new temporary PAC by February 4, 2011 for first-time use after **SWITCH**.

Will my log-in information and Personal Access Code (PAC) change?

Yes. The login process will require your new Primary Portfolio number and PAC. However, the first time you login, you will need to use a temporary Personal Access Code (PAC), this has been mailed to you by February 4, 2011.

This will be set to be used ***New Date TBD.***

PLEASE RETAIN THIS INFORMATION.

NOTE: once successfully logged-in, you will be prompted to change your PAC to one of your choice. If you are also a MemberDirect Telephone Banking user this step is the same.

If you have trouble logging-in please contact us (pac@nelsoncu.com or 1.877.352.7207) and we will be happy to assist you as an assigned default PAC will need to be issued.

How do I set up a new Personal Access Code (PAC) for MemberDirect Telephone Banking?

The MemberDirect Telephone Banking system will guide you through the process of creating a new Personal Access Code (PAC). A secure and unique PAC is very important.

How will I know my member Portfolio number?

You will receive your new portfolio number in the mail. If you don't know your new member Portfolio number, you can also request it from us on your first visit back after **SWITCH**.

Your Branch Number and oldest Personal member number will be combined to create your member Portfolio number. All personal account information will be consolidated under ONE member Portfolio number.

Will I still be able to pay bills using MemberDirect Telephone Banking?

Yes, bill payments will remain an important feature of the new system.

Will the bill payments set-up using MemberDirect Telephone Banking before the SWITCH still be paid as scheduled?

We are making every effort to ensure that your scheduled bill payments will transfer over to the new system after the **SWITCH**. It is a good idea to confirm that they are still set up correctly after the new system goes live.

NOTE: those bills scheduled for payment on the actual upgrade dates ***New Date TBD*** will not go through. **Please ensure you either reschedule these or pay them manually.**

Will my list of bill payment vendors still be available on MemberDirect Telephone Banking?

While our goal is to ensure your bill payment vendors are still available on the new system, there is a chance that you may need to recreate your list of bill payment

vendors. It would be a good idea to take a moment before **SWITCH** weekend to jot down your bill payees and the account numbers.

Will I be able to listen to a record of my past transactions using MemberDirect Telephone Banking?

We are working very hard to ensure you will; however, there is a small chance that the record of your transactions prior to the conversion will not be available by telephone after conversion. You will still be able to obtain a record through your branch, online or by calling us.

Will I still be able to request a faxed copy of my statement using MemberDirect Telephone Banking?

No, you will not be able to request a faxed copy of your statement.

Will the system still be available 24 hours a day and 7 days a week?

Yes, the system will be available 24-7.

Are there any other changes I should be aware of?

Yes. ATM, branch hours, branch locations and USD exchange rates will not be available.

One of the most important things you can do is keep up-to-date on **SWITCH** plans by visiting www.nelsoncu.com/SWITCH frequently and reading the information we make available to you.

The upcoming banking system upgrade is scheduled to start **New Date TBD**.

All branches will be closed during this time. All members will be impacted. Please prepare for the **SWITCH** weekend.

Thank you,

Nelson & District Credit Union

SWITCH

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.