

System Upgrade

We're **IMPROVING** for YOU!

Beginning Thursday, October 1st we're upgrading our core computer systems to:

- ⚙ Streamline daily operations
- ⚙ Offer new innovative products and services
- ⚙ Allow better, more efficient service for all members

New Online Banking

We're launching an improved online banking platform as a result of our computer system upgrade. As a result, you will need to re-enroll in this service when you access it for the first time. You will continue to go to www.yourlcu.com to access our Online Banking platform. If you have previously bookmarked an old login page, you will need to update your bookmark.

First Time Logging In

For all users, once online banking becomes available you'll need to enroll in Online Banking. Visit our website and select the "First Time User?" button to get started.

Password Tip: A strong password is one that is at least ten (10) characters with a combination of upper and lower case letters, numbers and special characters.

Mobile Banking

With the other enhancements the new system will also be providing a new mobile app. This will be ready 5-10 business days after our upgrade. We will send more information when this becomes available.

New Feature! eAlerts

This is a new feature we are excited to offer our members! You can create personalized alerts based on the activity that matters most to you, such as when a transaction exceeds a certain dollar amount, your balance reaches a specific threshold, or other activity occurs on your account.

New Feature! Bill Pay

Our new Bill Pay feature gives you a convenient way to manage and pay your bills directly through online banking. Set up your payees, schedule one-time or recurring payments, and manage your payments all in one place.

New Feature! Pay Anyone

You will now be able to pay anyone with a cell phone or email address with our new P2P feature.

System Upgrade

Important Information About Account History and Statements

All members, regardless as to whether or not they are signed up for eStatements, will receive a final paper statement from our old computer system with account history through 9/30. Please retain this for your records.

If you receive your statement electronically but have opted to receive paper notices/documents, all of these documents will be delivered electronically after 10/1.

What won't change?

Account numbers

Your existing account number(s) will remain unaffected by our computer system upgrade.

Debit Cards

Your existing debit cards will continue to work. Personal Identification Numbers (PINs) will not be affected.

Checks

You can continue to use your current supply of Legacy Credit Union checks. Our third-party check provider will also remain the same, should you need to order more.

Direct Deposit (Payroll, Pension, Social Security)

Your direct deposits will continue to post to your account as they do today.

Please note: In order to complete the transition to our new system, direct deposits made on 9/30 will not be available until 10/2, when the new system goes live.

Automatic Transfers

Any automatic transfers you have scheduled for your account will continue to process as they do today.

Loan Payment Due Dates

If you have a loan with us, your payment dates will not change.

Frequently Asked Questions

What is being upgraded?

The computer system that we use to maintain members' accounts and loans, and to process transactions.

Why is the system being updated?

Our new system will allow us to serve members more efficiently, and enable us to offer new products and services in the future.

Is my personal data safe?

Yes, your personal data and account information will be safe and secure, as always.

Are my funds still safe and secure?

Yes, your funds are safe. All Legacy CU accounts will continue to be insured by the National Credit Union Administration (NCUA) Share Insurance Fund up to \$250,000 per account.

Thank you!

The entire Legacy CU staff would like to thank you in advance for your patience and understanding as we work through this upgrade. Wait times for our Contact Center and at our branches may be longer than normal as we assist members with new and improved services.

In an effort to cut down on call wait time, we will have additional assistance in our Contact Center for the first two weeks after we go live.

Schedule of Events

Wednesday, September 30th

What's happening:

- Online and Mobile banking will be unavailable starting at 5:30pm
- Last statement is processed on the old system

How to prepare:

- Complete all Online and Mobile banking transactions prior to 5:30 pm
- Make sure your information, like your address and phone number is up to date with us
- Print out a recent account history in Online Banking for your reference, as well as any recurring payments or transfers you may have set up

Thursday, October 1st

What's happening:

- Branches will be closed
- Online and Mobile banking will be unavailable
- Limited debit card and ATM access

How to prepare:

- Have extra cash on hand
- Although debit card and ATM access will be available, consider using another debit or credit card to pay for larger purchases

Friday, October 2nd

What's happening:

- New Online Banking is available!
- Branches will be closed
- Mobile banking will be unavailable

How to prepare:

- Create your login for Online Banking
- Have extra cash on hand
- Although debit card and ATM access will be available, consider using another debit or credit card to pay for larger purchases

Saturday, October 3rd & Sunday, October 4th

What's happening:

- Branches will be closed
- New Online Banking is available, including new features like Bill Pay, eAlerts, and P2P!

Monday, October 5th

What's happening:

- Branches will be open for normal hours!
- Review the information available online, but feel free to call or come into one of our branches if you need help accessing your accounts
- The system upgrade will be complete!