



• SYSTEM UPGRADE • GETTING PREPARED

As we approach the system upgrade, there are a few steps you can take to ensure a smooth transition to the new system for you and your accounts. The system upgrade is scheduled for August 6th, 2024. Here are a few steps to consider taking ahead of that date.

- ◆ **Review and update your contact information:**
Please ensure that all the contact information you gave the credit union is current before July 20, 2024. Having the most up-to-date information will help us inform you about your accounts and the transition status.
- ◆ **Preserve your transaction history:**
Saving your transaction history will help ensure you maintain all your records. If you want to keep more, you can log in to your online banking before July 20, 2024, and download up to 365 days of transaction history. This information will always remain available at the branches.
- ◆ **New online and mobile banking:**
The system update will include a new and improved online and mobile banking platform. On day one of the new system, be sure to register for online banking using the same information we have on file for you (name, SSN, address, phone number). All members must re-enroll in mobile and online banking.

You must delete the old mobile app and download the new enhanced version from the Apple or Google Play store.

Why Is VCCU Doing this:

With this new system, VCCU will be able to offer a much more robust and stable system to all its members. We will also be able to provide new tools and a much more user-friendly system to handle all your financial needs.



Serving residents of the following counties: Adams, Clark, Juneau, Lincoln, Taylor, Marathon, Portage, Shawano, Waupaca, Waushara, and Wood.

Visit our website or scan the QR code to find a branch near you.



Follow Us On



Membership eligibility required

www.valleycommunities.org

Rates and terms available — visit www.valleycommunities.org. NMLS#431643.
Visit www.valleycommunities.org for app disclosures.

SUMMER 2024



GROWING SOMETHING NEW





UPDATE

• FROM THE CEO •

We are thrilled to share that a significant system update will be implemented starting August 1, 2024. This update is designed to equip Valley Communities Credit Union with the ability to provide you with a more comprehensive banking experience. We are introducing new features that have been highly requested and enhancing the tools we provide to ensure your financial future is secure. This update is not just about new tools; it's about empowering you to have more control over your finances.



Alongside the upgrades to tools offered to you, our staff will also have improved back-end tools. These enhancements are aimed at helping them better serve you, our valued members. Whether at the teller window or meeting with a loan officer, these new tools will ensure the best experience when visiting our branches.

As part of this upcoming update, we will provide everyone with information to guide you through a smooth transition. As we approach August 1st, we will share actions you can take to ensure you are fully prepared for the changes.

We want to assure you that every staff member has put tremendous effort into this project. They have dedicated hours of training alongside their regular duties to ensure this transition is a seamless experience for you. While we are confident in the success of these upgrades, we are prepared to address any issues promptly to minimize any potential disruptions.

We look forward to these updates and hope you do too.

Kelly Hladovcak

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President/CEO

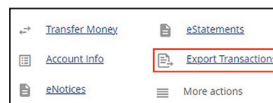
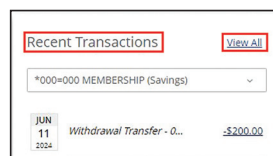


• SYSTEM UPGRADE ACCOUNT HISTORY •

We will transfer your most recent account history to the new online banking platform available on August 6, 2024.

If you want to maintain more than just your most recent account history, please follow the guide below to download up to a year's worth. Please have these downloaded before July 20, 2024.

1. Log into online banking from your personal computer.
2. In the Recent Transaction box, click on [View All](#).
3. On the new page, click on [Export Transactions](#).
4. The date range is limited to the past 365 days.
5. For the format of the file, choose .CSV.
6. Click [Export](#).
7. After downloading, move the files to your chosen folder for future reference.



• SAVE OLD eSTATEMENTS •

If you wish to save your past eStatements ahead of the update, follow these steps:

1. Select the [eStatement](#) link on your account home screen, then choose your member ID.
2. Pick a month you wish to save and click [View](#).
3. Click on the [download](#) button in the top toolbar to save it to your computer for future reference.

Our branches will maintain your eStatement and transaction history, should you need to request them in the future.



• DATES OF IMPORTANCE •

July 20th

Last day to download account and transaction history and save prior eStatements.

July 29th

No PIN changes on debit card after this date until after August 6th.

July 30th

No new bill payments can be added until after August 6th.

July 31st

Online and mobile banking will be turned off at 4:00 p.m. and will remain offline until August 6th, when the new app goes live and our online banking returns.

August 1st - 5th

All branches will be closed while system update takes place. ATM and Debit cards will remain active, allowing you to access your funds.

August 6th

Branches reopen for full member service.

• NOAH'S ARK TICKETS •

Beat the heat this summer by taking your family to Noah's Ark. VCCU members get a discount on tickets. Tickets will be \$38.00 ea. when you pick them up at any of our five locations.

