

IMPROVEMENTS ARE UNDERWAY AT Washington Area FCU!



We are closing to upgrade!
July 31—August 1, 2021

Mark Your Calendar!

When we close at 4:30pm on
Friday, July 30, we will be begin
our data system conversion.

When we open our doors on
Monday, August 2, we will be
back in business with a new and
improved system in place.



What to Expect Conversion Weekend July 31-August 1, 2021

- Online Banking, Mobile Banking, and Bill Pay will not be available.
- Every member will receive a paper statement for the month of July.
- Continue to use your checks/drafts, ATM and Visa cards for purchases.
- ATM and Visa Debit card usage will be limited. Remember to withdraw cash ahead of time.
- Your core account number will remain the same, but account suffixes may change. (See reverse for details.)



How to Prepare

- **Save your statements.**

Account activity prior to July 30, 2021 will not be available online. Make sure to have copies of past statements for easy reference. Consider printing paper copies prior to July 30.

- **Get cash before the system conversion.**

ATM and Visa Debit card usage will be limited over conversion weekend. Please have the cash you expect to need ahead of time.

- **Schedule online bill payments early.**

Access to Online Banking, Mobile Banking, and Bill Pay will be unavailable during the conversion. Any payments with a scheduled due date during conversion will be paid on time, but you will not be able to login to cancel any payments or schedule any new payments during that time. If you urgently need bill pay assistance, please contact our 24-hour bill pay support line at 844-574-2110.

- **Transact all business prior to branch closure at 4:30pm on Friday, July 30.**

The Credit Union will be closed on Saturday, July 31.



What WILL Change

Effective August 2, 2021

- **The URL for our Home Banking Website.**

If you have saved our online banking website as a favorite, or have it bookmarked, you will want to delete the links. After conversion, you will login to Home Banking directly from the home page of our website. Simply visit www.watfcu.org, enter your user name and password, and submit.

- **Your Home Banking and Mobile Password.**

Your user name will be your five digit credit union account number as it is today. Your password will be the last four digits of your social security number. You will be prompted to change the password after signing in to your account. Note: make sure your mobile app is up to date before logging in. (If you were not set up for home or mobile banking prior to conversion, please contact us to enroll.)

- **Home Banking Multifactor Authentication.**

You will need to re-establish multifactor authentication (select an icon and security questions/ answers) on our new site.

- **Account History availability.**

Transactions prior to July 30 will no longer be available online or in mobile banking. New history will begin Monday, August 2, when we go live on the new system.

- **Monthly and Quarterly Account Statements.**

Account statements will have a new, easier-to-read look.

- **Account Suffixes.** (See Suffix Changes.)

What WON'T Change

- Our phone number 800-830-3078.
- Our website address www.watfcu.org.
- Online Bill Pay.
- Our Routing/ABA Number 243385443.
- Your account number.
- Your direct deposits, payroll deductions, and auto transfers.
- Your ATM card and PIN.
- Your Visa Debit card and PIN.
- Your Visa Credit card.
- Our commitment to member service.
- Our mission to provide quality financial products and to improve our members' lives.



Suffix Changes

Effective August 2, 2021

	Old	New
Share Savings	01	001
Draft/Checking	07	007-009
Christmas Club	09	003
Special Savings	04	004
Escrow Savings	03	002
Certificates		100-299
Loans		300-725

We are excited to implement this updated technology! We are confident you will be pleased with the improved efficiency and convenience of our financial services. Thank you for your patience and cooperation during the conversion process.



For additional information, please contact us at:

800-830-3078

or visit www.watfcu.org.