

2018

SYSTEM UPGRADE GUIDE

WHAT?

We're upgrading our core processing system effective **Dec 4, 2018**, to include new or improved:

- » In-branch delivery
- » Website
www.cherokeestrip.com
- » Mobile Banking, with Remote Deposit
- » Online Banking
- » Bill Pay
- » Phone Banking
- » Text Banking
- » E-Alerts
- » Online Account Application
- » Online Loan Application
- » Person-to-Person Transfers

WHY?

- » Better functionality and integration
- » More consistent look and feel
- » More control over your information, where and when you need it
- » The opportunity to offer innovative new products

WHEN?

Important Dates to Remember:

NOW-TUES NOV 27

- » We prepare – thank you for your patience, as our response times may be longer than usual.
- » Check out UPGRADE CENTRAL at www.cherokeestrip.com for the latest information and training videos.
- » Print a copy of your current Bill Pay payees and transactions, and don't set up any new payees.
- » Log in to Online Banking to verify your email address.

WED NOV 28

- » Last day to submit an existing Bill Pay request for payment.

THURS NOV 29

- » Limited cash availability at any ATM and limited CSCU Debit Card funds availability begin.

Please prepare in advance for your cash needs.

FRI NOV 30

- » Phone Banking / Online Banking / Mobile Banking go offline at 6pm Central.
- » Limited ATM cash and CSCU Debit Card funds availability continues.

You may also visit us by 6pm Central to make in-person cash withdrawals from your available funds.

SAT DEC 1-MON DEC 3

- » Our extended upgrade weekend begins, as we install our new systems.
- » Our phones and switchboard are closed.
- » Our branches and drive-thru lanes are closed.
- » Phone Banking / Online Banking / Mobile Banking remain offline.
- » Limited ATM cash and Debit Card availability continues.

You may still write CSCU checks and use your CSCU Credit Card, as you normally would.

TUES DEC 4

- » We're open for business.
- » ATM and Debit Card availability returns to normal.
- » New Phone Banking is available.
- » New Online Banking is available.

Enroll in our brand-new It'sMe247 Online Banking at www.cherokeestrip.com.

Re-build Bill Pay payees and transactions in It'sMe247 Online Banking.

TUES DEC 11

- » New Mobile Banking is available.

Install our fresh new Cherokee Strip Credit Union Mobile Banking app.

Our app will be available in Google Play™ and the Apple® App Store, and from links at www.cherokeestrip.com.