



Member Notification of System Conversion **Friday, November 1, 2024 – Monday, November 4, 2024**

The Credit Union will be going through a system conversion that will start the evening of October 31st. We will be open regular business hours on Thursday, October 31st. In order for the system conversion to take place, we will be CLOSED on Friday, November 1st and will reopen regular business hours on Monday, November 4th. Our goal is for members to experience minimal interruptions to your banking needs. This communication is to inform you of what you can expect before and after the system conversion. It is important to note that the following services will be affected:

- Online Banking/Mobile Banking
- ATM Services
- ACH Services such as Direct Deposits/ACH payments
- Share draft processing
- Audio Response

Overview: What You Need to Know

- Your account number will NOT change with the system conversion. Only the suffix information for your savings will change. If you have a checking account with the credit union, the suffix for the checking account will also change.
- After the conversion is complete, if you have a checking account with the credit union, no change on your checks is required.
- For all ACH debits and credits, the Credit Union routing number and your account number will NOT change.
- ATM cards will continue to work throughout the conversion but limits will be reduced to \$200 during the conversion weekend
- User Names and passwords will NOT change and will remain the same after the conversion is complete
- We will be converting to a brand-new Audio Response system. It is important to note that instructions on how to access our new Audio Response system will be provided at a later date. As we have further information, it will be communicated through our website at www.wakefernfcu.org
- Payroll deduction deposits typically paid on Thursdays will be posted on Thursday, October 31st with no delays in processing
- ACH payroll deposits, pension, and social security deposits normally deposited on Friday, November 1st, will be posted on October 31st.
- The look of our e-statements will be changing to a more attractive and upgraded look. Emails will be sent to all members that are signed up for e-statements letting you know when they are available to view.

Service Availability – Upgrade Weekend

	Friday, November 1, 2024	Saturday & Sunday November 2-3, 2024	Monday, November 4
Branch Hours	CLOSED	CLOSED	Open for Regular Business Hours of 8:30am – 12:00pm 1:00pm – 4:00pm
Online Banking/Mobile Banking	Unavailable	Unavailable	Available after 12 pm
ATM Cards	Your Available Balance as of 8pm on October 31, will be available to you over the weekend. The limit will be reduced to \$200		
Audio Response	Unavailable – Information is forthcoming		

Contact US

We are Here For You
Please contact us if you have any questions
Monday – Friday | 8:30 AM – 12 PM & 1 PM – 4 PM
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