

Spiritwood Credit Union Limited

NEWSLETTER – Important Notice

NEW BANKING SYSTEM CONVERSION Scheduled for January 31, February 1, and February 2, 2010

The management and staff of Spiritwood Credit Union are excited to announce that there will be an upgrade to the credit union's banking system, which is scheduled to begin at the end of January 2010. This technology change is critical to allow Spiritwood Credit Union to keep pace with the ever-changing financial services marketplace. Another benefit is that credit union staff will have access to leading-edge technology that will allow them to provide members with high quality service that members expect and deserve when dealing with the credit union.

The new banking system is necessary to align Spiritwood Credit Union with technological advances that are being implemented inter-provincially with the Alberta and Manitoba credit union systems. As a result, Spiritwood Credit Union will be able to provide enhanced, real time in-branch, point of sale (POS), internet banking and card services. With a more consolidated view of members' existing accounts and products, Spiritwood Credit Union will be able to offer improved product and service solutions to help its membership meet their financial goals. The system is equipped to facilitate new privacy legislation and has improved security features to protect members' personal information.

On Jan. 31st, Feb. 1st and 2nd, Spiritwood Credit Union will be converting to the new banking system, which is part of an overall strategy to enhance services, delivery and reporting channels to members. Credit union management and staff are determined to make these changes with as little inconvenience and disruption to normal business as possible.

The new banking system will be fully operational on February 3rd! It will offer members greater customization, personalization and security and will change how members bank with Spiritwood Credit Union.

Contact:

Phone: **Local** **306-883-2250**
 Toll Free **877-288-1414**
Email: **contactus@Spiritwood.cu.sk.ca**



How will You as a Member of Spiritwood Credit Union be Affected?

Internet Banking

- Spiritwood Credit Union will move to a new version of MemberDirect® internet banking
- Log-in procedures for MemberDirect® will use your **MemberCard® debit card number** and a new Personal Access Code (PAC)
- **Your initial new PAC will be the number “5” followed by the last 4 digits of your MemberCard®.** You will be required to change this temporary PAC during your first log-in session
- Your current personalized bill payment vendor information for MemberDirect® internet banking system will **not** be brought forward; **you will need to re-enter vendor information and future bill payments.** To assist you, please print off a copy of your existing vendor information and any future-dated bill payments prior to January 31st.
- Future technical support for MemberDirect® internet banking can be obtained by calling 1-888-273-3488 or emailing techsupport@sonomaservices.com

New Statements

- You will receive one final statement from the old banking system dated January 31st.
- Your first statement from the new banking system will cover the period February 1st to February 28th.
- More detailed information and the consolidated view of accounts will be included with the first statement from the new banking system.
- Additional support for statement questions can be obtained by calling the credit union at 306-883-2250 or on our toll free line listed on page 1.
- It is recommended that you keep all of your pre- and post-conversion account statements so they can be used as reference as you adjust to the new statement format.

Credit Union Hours

- The credit union will be closed @ 5:00 pm on Friday, January 29th to Tuesday, February 2nd inclusive.
- The credit union will re-open on Wednesday, February 3rd at 9:00 am.
- For your convenience, we will be open Saturday February 6th, from 9:00 am to 4:30 pm.

Service Disruptions During Conversion

The management and staff of Spiritwood Credit Union wishes to assure members that they are doing everything possible to minimize inconvenience during the conversion process and ask for your patience and understanding. The following list is an overview of service interruptions you may experience during conversion:

Friday, January 29th

- Full service Friday, January 29th between 9:00 am – 5:00 pm. The conversion process will begin after the close of business at 5:00 p.m.
- Internet Banking will **not** be available from 12:00 midnight on Saturday, January 30th until Wednesday, February 3rd @ 9:00 am
- You may also experience interruptions with MemberCard® ATM and debit card POS transactions



Saturday, January 30th through Tuesday, February 2nd Inclusive

- The credit union will be closed
- Internet banking will **not** be available after 12:00 midnight on Saturday, January 30th and will be re-available on Wednesday, February 3rd at 9:00 am.
- You may also experience interruptions with MemberCard® ATM and debit card POS transactions

Wednesday, February 3rd and Forward

- Normal business operations at the credit union will resume on Wednesday, February 3rd and forward
- A number of technical procedures will have to be completed after the initial conversion period that may result in some additional service disruptions for some members.

Saturday, February 6th

- For your convenience, we will be open Saturday February 6th, from 9:00 am to 4:30 pm

Important Notice

- The Spiritwood Credit Union banking system conversion is a **major** technology project that will be managed as well as possible for the best interests of members. To protect your interests, if it is the belief of credit union management that the project is not proceeding properly from a technical standpoint, the scheduled conversion will be postponed until a future date
- Project updates are available by calling 306-883-2250

Your Role in the Conversion and How Can You Prepare

- **Have alternative payment methods available** – Some members may experience interruptions with MemberCard® ATM, and debit card transactions during the dates of the weekend conversion. Spiritwood Credit Union recommends that members have alternate payment methods available including cash, credit cards, and cheques.
- **Remember last minute bill payments** – Internet banking services will be interrupted during the conversion. If you pay your bills electronically, it is suggested that you make payments in advance of the conversion weekend.
- **Complete special in-branch transactions** – Any special in-branch services or transactions such as travelers cheques, money orders, foreign currency, and bank drafts should be completed prior to 5:00 pm on Friday, January 29th.
- **Watch for important information in your mailbox** – If you use internet banking services and do not have a MemberCard®, a new one has already been ordered and may be picked up at the office. If you are unable to pick it up, please call and we will gladly mail your card to you. (306-883-2250). Information on setting your new Personal Access Code (PAC) is detailed above. Be sure to review these instructions and keep them for your records.



What's Not Changing?

The following services **will not be** affected by the banking system conversion:

- MemberCard® debit cards will continue to function as usual after conversion for the majority of members. Members needing replacement cards will be or have already been contacted by mail.
- Direct deposit and pre-authorized transactions, including transfers, automatic payments, debits, credits and payroll deposits, will continue to be processed as usual.
- Existing cheques will continue to work through your account; you do not need to order new cheques.
- MasterCard® credit cards issued through our service provider, CUETS, are not affected by this conversion.

What Changes will I Notice After the Upgrade?

As a result of the banking system technology upgrade, Spiritwood Credit Union will have the opportunity to enhance internet banking services. Members will notice the following changes after the banking system conversion is complete:

Accessing MemberDirect® Internet Banking

- Bookmarks to MemberDirect® will need to be reset
- Memorized accounts will need to be reset
- New PACs will be required – see page 2 for more information.

Information Displayed on MemberDirect® Internet Banking

- Account summary descriptions will change. You can rename and personalize account descriptions by clicking on the “My Profile” tab
- Accounts will be grouped by product type (chequing, savings, loans, etc.) making it easier to view all product information at one time
- Only transaction history from the conversion date will be viewable. Please refer to your statements for any history prior to the conversion (i.e. up to and including January 31st, 2010). If you use the online banking service, you can download your banking information. Click on the “Account Activity” button then choose from the available options under the “Activity Format” field. If you use any of the accounting programs listed, choose the “Download to PDF” option. **Please remember to do so just prior to our conversion date.**

The changes being made to the banking system **will not affect** these services:

- Interest rates
- Products offered
- MemberCards® and personal identification numbers (PINs) for card products.



Where Can I Get Help With Questions or Concerns About the Banking System Conversion?

The Spiritwood Credit Union staff would be pleased to respond to any questions or concerns you may have about the upcoming banking conversion. Please feel free to:

- Drop by the credit union and talk to a member service representative
- Call the credit union at 306-883-2250 or 1-877-288-1414.
- E-mail us at contactus@spiritwood.cu.sk.ca

Frequently Asked Questions

Why is the credit union changing to a new banking system?

The technology that the credit union has been using is out of date. This new banking system will result in better service to our credit union members. As well, privacy and security enhancements will be made as part of the system upgrade.

When are the changes taking place?

The conversion process will begin after 5:00 pm on Friday, January 29th. The credit union will re-open for regular business on Wednesday, February 3rd, 2010.

What do I need to do to be prepared for the banking system change?

There are several things that you can do to help minimize any conversion-related inconveniences:

- Have alternate payment methods available, including cash, credit cards and cheques.
- Remember to make last minute bill payments prior to the conversion weekend.
- Complete special in-branch transactions such as travelers cheques, money orders, foreign currency and bank drafts prior to 5:00 pm on Friday, January 29th.
- Make a copy of your current bill payments for reference purposes.
- Read all conversion project updates that you receive.

What disruptions to services should I expect?

While the management and staff at Spiritwood Credit Union are doing their best to mitigate any possible disruption in ATM and POS services over the conversion weekend, there still could be some interruption of service during this period. The conversion inquiry/update number is 306-883-2250.

How will MemberCard® debit cards be affected by the banking system conversion?

They won't. MemberCards® will continue to operate as usual after the conversion is complete.

How will internet banking be affected?

As a result of the conversion, there will be enhancements to internet banking services. Access will be more secure via your MemberCard® debit card number.

Individual members who did not previously have a MemberCard® for access to the internet banking system will be able to pick up a new MemberCard® a week before the scheduled conversion at the office. If this situation is applicable to you, and you are not able to get to the office, please contact us and we will gladly mail yours out to you.



Your personalized bill payment vendor information will **not** be brought forward. **You will need to re-enter bill payments for the future.** Technical support for MemberDirect® internet banking will be available via phone at 1-888-273-3488 or via email at techsupport@sonomaservices.com.

Why did I get a new PAC (Personal Access Code)?

For security reasons, this new PAC is initially required to access the internet banking system for the first time and is **not** related to your personal identification number that you use for ATM or debit card transactions. Your PAC can be set to whatever you choose at the time of your first access to the internet system.

What happens with automatic payments/transfers and other pre-authorized transactions that I have set up?

All pre-authorized transfers and payments between accounts will continue to operate and be processed normally; including loan payments. However, **you will need to re-enter other payments and future payments to such vendors as utility companies, etc. made through MemberDirect.**

Will my statement information be the same?

Yes. The information will be the same, although it will be presented in a slightly different format. Additional support for statement questions can be obtained by calling the credit union at 306-883-2250.

How can I get help with question or concerns?

If you have questions or concerns about the upcoming conversion, the management and staff of Spiritwood Credit Union encourage you to drop by the credit union and talk to a member service representative or call the branch at 306-883-2250.

The entire team at Spiritwood Credit Union appreciates the patience and co-operation of all members of the credit union while the conversion process is underway. And they thank you for your ongoing support and understanding during this very busy time.