

UPCOMING COMPUTER SYSTEM UPGRADE SCHEDULED FOR MAY 1 & 2...

4/28 Normal Processing	4/29 Normal Processing	4/30 ATM/DEBIT Cards, Home Banking off line	5/1 All Offices and Outlets closed to members	5/2	5/3 Normal Processing	5/4 Normal Processing
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As previously reported to you the credit union will be changing to a completely new and updated system for account processing on May first and second, 2019. During this period the Main Office (Warren) and Branch (Saint Clair Shores) will be closed as the staff and teams from our new processor execute the computer system upgrade. Additionally the Home Banking site (unitycu.com) will go off line at 4 pm April 30 and return online on May 3, 2019.

All shared outlets and Family Service Centers will go out of service on Tuesday, April 30 at 4 pm and return online on Friday May 3rd..

When the **Home Banking Site comes back online all of the old passwords will be gone and you will need to input a new password that accompanies your account number.** Your initial password will be an 8 digit number that is formed in this fashion:

THE LAST FOUR DIGITS OF YOUR SOCIAL SECURITY NUMBER FOLLOWED BY YOUR 4 DIGIT BIRTH YEAR...

So if the last 4 numbers of your social security were 1111 and you were born in 1950 your initial password would be 11111950. Once you get in you will be able to change your password either to your old password or a new one but initially you must use the above formula.

ATM and Debit cards will go offline at 4 am on April 30 and not return online until around noon on May 2, 2019. If you use your debit or ATM cards for things like groceries or retail of any nature in that period they will not work. Plan ahead to cover that period by shopping beforehand or getting cash until the system is back online.

Staying the same will be your account number, checks, any direct deposits, automatic transfers as well as any loan payment dates.

History on your account will be available from 1-1-2019 from your computer. History prior to 1-1-2019 will be available from the credit union.

Prepare for this computer system upgrade by: Doing your scheduled transactions prior to the shutdown and having extra cash available if needed. Keep the calendar provided for easy reference as the computer system upgrade approaches.

Please help us by keeping your calls to the credit union, except for emergencies, to a minimum for the first week of our transition. Please be patient with us as wait times may be longer than normal both in person and by phone.

While we know it is inconvenient the benefits and opportunities that will become available provide more than enough reasons to do this change. The eventual broadened opportunities (electronic as well as mobile) will make life for the membership more convenient and help in keeping the cost of doing business down.