



# System Conversion

## BIG Changes Are Coming - Are You Ready?

Dear Members,

As Financial Access Federal Credit Union continues to grow, so does the value of implementing new, user-friendly tools and services for your benefit. To offer these improvements, we are converting our banking system, which will be more flexible, efficient and allow our staff to serve you better. The conversion is mainly behind the scenes. There will be no changes to your member number, routing number, checks, and Debit/Credit cards. However, you will notice some changes in the way things look, particularly in online and mobile banking.

We will be communicating with you throughout this process, so look for more information via mail and email and make sure to visit this web page, [financialaccessfcu.org/conversion](http://financialaccessfcu.org/conversion), for continuous updates.

It is important that we have your most up-to-date contact information! We appreciate your patience as we make this transition and look forward to serving you with our new and improved system and capabilities!

We appreciate the trust you have placed in us to better serve you.

Sincerely,

Sherod Halliburton  
President/CEO

### During the conversion, the following WILL be available:

- Your Credit Card and ATM/Debit Cards
- ATM Cash Withdrawals
- You can also write personal checks

### During the conversion, the following WILL NOT be available:

- Branch Lobby and Drive-Thru
- Online and Mobile Banking (including Zelle)
- Online Bill Pay
- Online Chat and Email Support
- Shared Branching



### MARK YOUR CALENDAR

Our branch will be closed and Online Banking, mobile banking (including Zelle®), remote deposit, shared branch services and Call 24 will be unavailable from close of business **Monday, February 28th @ 4:30 pm through Thursday morning, March 3, 2022.**



### PREPARING FOR CHANGES

**UPDATE YOUR CONTACT INFO:** We will be communicating information about the changes frequently.

**SAVE OR PRINT YOUR STATEMENTS:** After the conversion you will not have access to your statements or account history prior to 2/28/2022.

**GET CASH PRIOR TO CONVERSION:** Your debit and credit cards will work during the conversion, however, you may want to also withdraw extra cash to have on hand.

**SCHEDULE ONLINE BILL PAYMENTS EARLY:** Access to Online Banking and Bill Pay will be unavailable while we convert systems. Any payments with a scheduled payment during the conversion WILL be paid as scheduled. **NOTE:** You will not be able to login to cancel any payments or schedule any new ones during the conversion.

### Important THINGS to know ABOUT OUR

### SYSTEM CONVERSION NEW ONLINE BANKING & NEW MOBILE BANKING

**BEGINNING FEB 28, 2022  
@ 4:30 pm**





## Video Banking

Financial Access Federal Credit Union is pleased to announce an exciting remote and secure method to contact the branch called Video Banking.

Imagine completing your auto loan while at the dealership with a video call to Financial Access from an app on your phone. Or imagine video banking with us from the safety and comfort of your home from your desktop in real-time, face-to-face.

You will be able to securely sign documents and make transactions with one of your favorite member service representatives without stepping into the branch.

**It's the future of banking, and it's coming soon! Watch for details later this year.**

## AROUND THE BRANCH

### ANNUAL MEETING: January 26, 2022

Financial Access Federal Credit Union members are cordially invited to attend the annual meeting.

**DATE:** WED, January 26, 2022 @ 5:00 PM

**WHERE:** Zoom

**REGISTER:** Go to [financialaccessfcu.org](http://financialaccessfcu.org)

After you register you will be sent a zoom link prior to 1/26/22 and meeting directions.

Lobby Hours	Drive-Thru Hours
Monday 8 am - 4:30 pm	8 am - 4:30 pm
Tuesday 9 am - 4:30 pm	8 am - 4:30 pm
Wednesday 9 am - 4:30 pm	9 am - 4:30 pm
Thursday 9 am - 5:00 pm	8 am - 5:00 pm
Friday 8 am - 5:00 pm	8 am - 5:30 pm

FAFCU Closed	Holiday Observed
MLK Jr. Day	MON January 17
Presidents' Day	MON February 21
Good Friday	(Early Close-1pm) FRI April 15
Memorial Day	MON May 30
Juneteenth National Independence Day	MON June 20
Independence Day	MON July 4
Labor Day	MON Sept 5



### Save on TurboTax® and H&R Block® This Tax Season

Get the tax help you need and special member savings with TurboTax and H&R Block.

TurboTax - File with the #1 best-selling tax software, to help you get your taxes done right, and get your maximum refund, guaranteed. PLUS, as a credit union member you can save up to \$15 when you file with TurboTax. Get started with TurboTax today!

H&R Block – Whether you want to meet with a tax pro in-office, via drop off, or send your documents virtually, let the tax pros do the rest. H&R Block will always get your biggest possible refund, guaranteed. PLUS, as a credit union member first-time filers receive \$25 off their expert tax prep, and returning customers get the Tax Identity Shield® add-on. Get your H&R Block coupon now and save!

Visit <https://taxservices.lovemycreditunion.org> for TurboTax and H&R Block offer details and disclaimers.

Visit <http://turbotax.intuit.com/lp/yoy/guarantees.jsp> for TurboTax product guarantees and other important information. Limited time offer for TurboTax 2022. Discount applies to TurboTax federal products only. Terms, conditions, features, availability, pricing, fees, service and support options subject to change without notice. Intuit, TurboTax and TurboTax Online, among others, are registered trademarks and/or service marks of Intuit Inc. in the United States and other countries.