

System Upgrade

We're IMPROVING for YOU!

What will change?

New Online Banking:

We're upgrading our core system to improve the ways we serve you, which includes offering a new online banking platform! As a result, you will need to re-enroll in this service when you access it for the first time after our upgrade is complete. You will continue to go to www.walkercountyfcu.com to access our Online Banking platform.

Please Note:

Your current login credentials will not work once the new online banking is available on April 3, 2023. See [First Time Login Details](#) for details.

Monthly Statements and Account History:

Your transactional account history will transfer to the new system dating back to 2021 through March 31, 2023. However, previous monthly eStatements will not be available within the new system.

For information on our system upgrade visit our website, call, or stop by in person.

First Time Login Details:

Steps for logging in for the first time:

1. Navigate to our homepage & click Online Banking
2. Click the **First Time User?** Link
3. Enter the necessary information (Account & SSN)
4. Select the preferred delivery method for your activation code either email or text message
5. Enter the code within 24 hours to proceed with your new online banking set up



The screenshot shows the Walker County Federal Credit Union Sign In page. At the top is the logo with the text 'WALKER COUNTY FEDERAL CREDIT UNION'. Below the logo is the heading 'Sign In'. There are two input fields: 'Username...' and 'Password...'. The password field has a blue eye icon to its right. Below the input fields is a blue 'Sign In' button. At the bottom of the page, there are two links: 'Forgot Password' and 'First Time User?'.

What won't change?

Account numbers:

Your existing account number(s) will remain unaffected by our upgrade.

Direct deposit including payroll, pension, social security:

Your direct deposits will continue to work as they did prior to the upgrade. Direct deposits made on, or after Friday, March 31, will not be available until Monday, April 3, when the upgrade is complete.

Automatic transfers:

Any automatic transfers you have scheduled for your account will continue to process as they did prior to the upgrade.

Bill Pay:

Our bill pay system will continue to process as it did prior to the upgrade. The last day for new bill pay enrollments is Thursday, March 30. The bill pay system will be unavailable from Friday, March 31 until Monday, April 3.

Debit and Credit Cards:

Your existing debit and credit cards will continue to work after the upgrade, and personal identification numbers (PINS) will not be affected. Debit cards will have reduced limits during the upgrade so plan ahead for large purchases.

Checks:

You can continue to use your current supply of WCFCU's checks. Our check provider will remain the same, should you need to order more.

eAlerts and eNotices:

Your eAlerts and eNotices will continue to work as they did prior to the upgrade.

eStatements:

If you are currently enrolled in eStatements, you will remain enrolled after the upgrade, however, eStatements prior to, and including March 2023, will not be available in the new system. Please download copies of previous account statements for your records. You will receive a paper statement for March 2023, by mail after the upgrade.

Thank you!

The entire WCFCU's staff would like to thank you in advance for your patience during this upgrade. Wait times for our contact center and at our branch may be longer than normal as we assist members with new and improved services.

In an effort to cut down on call wait time, we will have additional member service support available through our partner's contact center from 8 am - 5 pm CST.

Frequently asked questions

What is a core processing system?

Core processing systems are used to maintain members' accounts and information as well as process transactions.

Why is the system being upgraded?

Our new system will allow us to serve members more efficiently, and enable us to offer new products and services in the future.

Is my personal data safe?

Yes, your personal data and account information will be safe and secure, as always.

Are my funds still safe and secure?

Yes, your funds are safe. All WCFCU's accounts will continue to be insured by the National Credit Union Administration (NCUA) Share Insurance Fund up to \$250,000 per account.

For information on our system upgrade visit our website, call, or stop by in person.

Starting Friday, March 31, 2023, to Monday, April 3, 2023



Schedule of events

How to prepare:

- The last day for new enrollments in bill pay is Thursday, March 30.
- Complete all online and mobile transactions prior to Friday, March 31, 2023, by 6 pm CST.
- Have extra cash on hand. Debit cards, and ATM withdrawals will have reduced limits during the upgrade so plan ahead for large purchases.
- You may want to print out any previous monthly statements, recent transaction history, and/or your bill pay details (payees, recurring payments, transfers, etc.) for your personal records if needed.

Friday, March 31

What's happening:

- Complete all online and mobile transactions prior to 6 pm CST.
- WCFCU's core systems including online and mobile banking, as well as bill pay, will be unavailable starting around 6 pm CST, and will remain unavailable until Monday, April 3, 2023.
- ATM withdrawals and debit POS will function normally, but with lower daily limits.

Saturday, April 1, to Sunday, April 2

What's happening:

- WCFCU is closed and working behind the scenes to update our core systems.
- All digital banking services including online banking, mobile banking, and bill pay will be unavailable.

Monday, April 3

What's happening:

- WCFCU resumes normal business hours as the system upgrade is now complete.
- The new Online Banking is available. Don't forget to use the new login details mentioned previously.
- Additional member service support is available through our partner's contact center from 8 am – 5 pm CST.
- The new mobile app will be available for download within 5 – 10 business days after the conversion.

For information on our system upgrade visit our website, call, or stop by in person.

(936) 291 - 2171 | www.walkercountyfcu.com