

Dear

Again, we wanted to welcome you to Credit Union 1! As part of the merger, Midwest Carpenters & Millwrights Federal Credit Union Digital Banking and Online Bill Pay systems will be converted to Credit Union 1's systems. Investing in technology has been a priority for Credit Union 1, and we look forward to introducing you to our seamless, modern digital banking experience. The new system will also have several upgrades for MCMFCU members, including the ability to make payments to your Visa® Credit Card through Digital Banking.



In order to complete this conversion, Digital Banking and Online Bill Pay systems will be down for a short period of time. Digital Banking and Online Bill Pay will not be available from **March 29, 2024, at 8:00 AM, through April 2, 2024, at 12:00 PM. The Hobart branch will be closed on **April 1, 2024.****

During this time, you will not have access to:

- Online and mobile banking
- Mobile deposits
- Online bill pay

Please make appropriate accommodations for these temporary outages.

Before March 29, 2024, 8:00 AM

To prepare, we recommend that you:

- Ensure the contact information Midwest Carpenters & Millwrights Federal Credit Union has on file is correct. To confirm your contact information, call 815.939.1688 or stop in at your local MCMFCU branch location.
- Download at least one year of eStatements for your records. Your transaction history will not be transferred over with the conversion and your new account history will begin **April 1, 2024.**

- Adjust any bill payments that are due during our conversion timeframe to ensure timely payment, as Online Bill Pay will be inaccessible during this time.
- Make a note of all your current payees in Online Bill Pay. You will need the Company Name, Account Number, Address, and Phone Number for each payee when setting up any transactions after the conversion.

After April 2, 2024

Once access to Digital Banking and Online Bill Pay is restored on **April 2**, you will need to take a few steps to use these platforms to their fullest extent.

Enroll in Digital Banking

On **April 2** or later, all members will need to enroll in the new platform with a few simple steps.

- You will be prompted to enter your Last Name, Date of Birth, Zip Code, Social Security Number and Email Address. Please ensure this all matches the information we have on file for you. If you have yet to confirm your contact information, you can do so by calling or stopping in at your local MCMFCU branch location.
- You will also need to designate a Login ID or username.
- For your security, we will need to send you a secure code. Select the contact (either your phone number or email address on file) that you'd like us to send the code to from the list shown.
- Enter the code sent to you via email or text message.
- You will now be prompted to create a password based on the requirements shown on screen.
- Enter your Login ID and new password to log in to the platform.

Enroll in Online Bill Pay

Current Online Bill Pay users will not be automatically transferred over during the system conversion, so you will need to enroll in Credit Union 1's Online Bill Pay platform and set up all recurring transactions.

Online Bill Pay can be accessed in Digital Banking on the Account Summary screen under Bill Payment. Select Enrollment Options and follow the prompts to sign up. Once enrolled, you will need to set up payees and any recurring transactions. If a company is already in our system—like Verizon, Comcast, or State Farm, and many more—most information will already be set up for you.

Set Up Account Preferences and Digital Options

As a result of the conversion, once you are logged in, you will need to set up any recurring transfers, alerts, and linked accounts. These will not automatically transfer with the conversion. You will also need to set up Apple Pay, Samsung Pay, and/or Google Pay, if you currently use them.

Our priority during this conversion is that you encounter as little interruption to your daily banking as possible. If you have any questions, please do not hesitate to contact us at 800.252.6950 or visit one of our branches in person.

Thank you,
Credit Union 1