

**AFTER THE UPGRADE:  
SEPTEMBER 1, 2020**



**We will resume normal business beginning  
9am on Tuesday, September 1, 2020.**

**COMPASS**  
COMMUNITY CREDIT UNION  
Guiding you to better banking

## Starting on September 1, 2020, you should:

- Use your new Compass VISA Debit Card for transactions.
- Enroll in our new Online Banking, which will allow access to Mobile Banking and Bill Pay. See the separate insert for step-by-step instructions.
- Current Mobile Banking app users will need to update the Compass app. If you re-enroll in Online Banking, you can use the same credentials. See the separate insert for step-by-step instructions.
- All members, including e-Statement users, will receive a paper statement by mail within a few days. It will look familiar and will include your transactions through August 31, 2020. If you receive dividends, they will be posted to your account on August 31, 2020.
- Starting October 1, 2020, you will be receiving your statements on new paper stock, with a new look. If you receive e-Statements, you do not need to re-enroll. However, you do need to re-enroll for Online Banking to access your e-Statements.
- Compass Connect, our automated telephone banking service will be available. You will need your membership number and Social Security number to get started. Call 1-800-644-2024 and follow the prompts.

**If you have questions, call us at (707) 443-8662.**



**CompassCCU.org**

**707-443-8662 • 800-440-8662 •  CompassCCU**



© Compass Community Credit Union. All Rights Reserved.  
Federally insured by NCUA.