

A SYSTEM UPGRADE IS COMING!

Compass Community Credit Union will be upgrading our computer system. This will allow improved efficiencies between all our product channels. It will also empower us to serve you better.

When will the upgrade take place?

Saturday, August 29 through Monday, August 31, 2020.

Why is the upgrade necessary?

Our current computer system is outdated. The time has come to upgrade, and the new one will allow us to better serve our members.

What's changing with the upgrade?

- New VISA Debit Card – You will receive a new card in mid-August and can begin using it on Friday, August 28, 2020, after 1pm.
- Online Banking – Available September 1, 2020. Current users will need to re-enroll. Online Banking transfers will need to be re-established.
- Mobile Banking – Available after September 1, 2020, current users will need to update the Compass app. If you re-enroll in Online Banking, you can use the same credentials. Otherwise, you will need to re-enroll.
- Telephone automated banking – Available starting September 1, 2020.
- Statements – Your Compass statements will have a new look!
- Your transaction history will not carry over to the new system. For informational purposes, please save statements/transaction history prior to August 28, 2020.

What's not changing?

- Your membership number and account numbers
- Security of your personal information
- Direct Deposit/ACH/Payroll Deduction
- Bill Pay payee information and bill history (within Bill Pay only)
- VISA Credit Card and PIN – You will not need a new card or PIN.
- Personal Checks – You will not need new checks; your current checks will work as they do now.
- Automatic recurring internal transfers already set in the old system will convert over to the new system. (Recurring transfers set up in Online Banking will need to be re-established.)

What to expect during the system upgrade.

- All branches will be closing at 5pm on Friday, August 28 and will reopen at 9am Tuesday, September 1, 2020.
- You can begin using your new VISA Debit Card on Friday, August 28, 2020, after 1pm. After 1pm on August 28, 2020, **your old card will no longer work.**
- Your new Compass VISA Debit Card will have limited access during the upgrade (August 29 – August 31). Full card access will be restored on September 1, 2020. We recommend you withdraw enough cash on or before Friday, August 28, 2020, for the weekend.
- During this time, Online Banking, Mobile Banking, and Bill Pay will be unavailable.
- Online/Mobile Banking Transfers: Please schedule your online banking transfers to post prior to Friday, August 28, 2020. **Transfers scheduled after this date will not process!** Starting September 1, 2020, you can re-enroll for Online Banking and schedule your transfers going forward.
- Bill Payments: Schedule payments to post prior to Friday, August 28. Then, starting September 1, 2020, you can resume scheduling your payments.
- Statements and e-Statements will not be converting to the new system. Prior history will no longer be available after August 28, 2020, including Online Banking. We recommend you save your paper statements or download and save your e-Statement. Your August statement will be the last statement produced on the old system, and a paper statement will be mailed to all members, including e-Statement users. 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.
- If you are traveling during this time, please plan before you leave. You can always use your Compass VISA Credit Card during your trip.

We appreciate your patience and cooperation during this conversion and anticipate only a few days of disruption.

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



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