

## **What You Need to Know:**

- ALL MEMBER STATEMENTS WILL BE *MAILED* FOR THE MONTH OF AUGUST. (**ESTATEMENTS WILL NOT BE AVAILABLE**). This will be only for August and will go back to your current preferred method for September.
- The credit union will post all ACH direct deposits on Friday, August 30<sup>th</sup>, prior to the upgrade. If you have a deposit for September 3<sup>rd</sup>, that has been transmitted to us and was warehoused, it will be posted early.
- With the system change, loan coupons will no longer be an option. Online or Mobile App access is a quick and easy way to check your loan details and payment date.
- Your account number will not change with the update. Only the suffix information for some accounts will change. You will only notice this change when you use online, or telephone banking and you will see it on your statement. **You will not have to make changes to any automatic payments.** The system will know your account information both old and new.
- We are changing statement vendors so your statement will look a little different starting in September, but all pertinent information will still be on the statement.
- Your Star Teller Audio password will be reset to the last 4 of your Social Security number. You will use it the first time you access Star Teller after the upgrade. At that time you will be prompted to change your password.
- If you have any questions, please call us at 713-595-3400