Maui County Federal Credit Union's Core Data Processing System is Getting a Major Upgrade March 1 – 4, 2024!

Maui County Federal Credit Union is committed to providing you with efficient banking services to meet your needs. To keep pace with today's digital services, we are upgrading our core data processing system, the software and supporting hardware that Maui County Federal Credit Union uses to maintain members' accounts, loans, processing transactions, and services such as online, mobile and phone banking. Visit our website at **mauicountyfcu.org/conversion** for the latest updates and information.

Please review the following information carefully to minimize any inconvenience during the conversion of our core data processor.

* = No Service Interruptions

	Friday, February 23	Thursday, February 29	Friday, March 1 – Monday, March 4	Tuesday, March 5
Branch Hours	*	*	All Branches Closed	*
Credit Union ATMs	*	Deposits unavailable, and $200 daily withdrawal and transfer limits from 1pm HST February 29 when using your MCFCU debit card.		*
Other ATMs	*			*
Night Drop	*	*	Deposits will be processed on March 5.	*
Online Banking	*	Unavailable from **11am HST**	Unavailable	Available. Re-enrollment is needed.
Online Loan & New Account Applications	*	Unavailable	Unavailable	*
Mobile Banking & Deposits	*	Unavailable from **9am HST**.	Unavailable	New app available for download.
Bill Pay & External Transfers	Unavailable from **4am HST**.	Unavailable	Unavailable	Available in new online & mobile banking app.
e-Statements	*	Unavailable from **11am HST**.	Unavailable	Available for future statements. Re-enrollment is needed.
Phone Banking	*	Unavailable from **11am HST**.	Unavailable	Available. Re-enrollment is needed.
Credit Union Debit Cards	*	$200 daily transaction limits from **1pm HST**.	Available with $200 daily transaction limits.	*
Credit Union Credit Cards & Checks	*	*	*	*
Checking Account Courtesy Pay	*	*	Unavailable	*
Automated (ACH) Payments & Deposits	*	*	March 1 items will be processed on March 2.	*
Contact Center	*	*	Unavailable	*

See reverse for more information. Scan the QRC to view details:

MAUI COUNTY FEDERAL CREDIT UNION

How to Prepare for the core data processor conversion

- **Be sure that Maui County FCU has your current email address on record to receive the latest pre conversion notices and post conversion information.**

- Have any needed cash on hand as for the 4-day period as **debit cards** will have $200 withdrawal and transaction limits.

- February 29, 2024, **statements** will be mailed to all members.

- Download and save your **account history and e-statements** before 11am HST on February 29, 2024. Your prior transaction history will not be available and statements prior to March 2024 will not be immediately available in the new online and mobile banking platforms.

- Check timing of all **bill pay and external transfers** and ensure they aren't scheduled between February 22 - March 4, 2024. Save all external transfer information.

What to expect after our core data processor conversion

- **New Online Banking**: All users will need to enroll as first-time users and set up a new login and password. You will need your account and social security numbers to enroll.

- **New Mobile Banking App**: Users will need to download and install the new "MCFCU Mobile Banking" app (after March 5th). Then enroll to set up new login credentials or use their new online banking credentials. You will need your account and social security numbers to enroll.

- **New Online Bill Pay and External Transfers:** Check to ensure that your bill payees and transferred to the new system. External transfers will not transfer to the new system.

- **New Phone Banking**: The toll-free number and the menu options will have changed. Users can self-enroll and must call from a phone number that the Credit Union has on record. Your account number and social security number will be needed to enroll.

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FEDERAL CREDIT UNION