



This issue of our newsletter is jammed with important information you'll need in the weeks ahead. You'll want to read it all and keep it handy to remind you what's happening to help you through the changes ahead.



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CREDIT UNION



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The Link Spring Special Edition
news for members of connection credit union

It's finally here!

July 1, 2013 marks the date of our core data processing system conversion. This will be the culmination of a nearly year-long process that has involved many hours of preparation. We are excited about our new system and the efficiencies it will provide you and the staff. We appreciate your patience and understanding as we go through this process together. We have been working hard to ensure as smooth a transition as possible, but there may still be a few bumps so there are things you can do to prepare yourself as well.

GOT CASH?? PLEASE DON'T GET CAUGHT SHORT!!

You should plan ahead for conversion weekend. Not only will all of our offices be closed on Monday, July 1, but ATM/debit card transactions will be limited during conversion weekend (from the close of business on the 28th until the morning of July 2nd). Shared branching will be available on the day we are closed (Mon., July 1). Go to www.cuswirl to find a convenient branch. Please don't get caught short!

HELP BY CHECKING YOUR ACCOUNT

To ensure your account was brought from the old system to the new one correctly. We have been testing and data checking and will continue to do so throughout the conversion process and beyond. Joint accounts may also have to be re-linked with primary and joint account holders. However, you know your accounts best, so we would appreciate it if you check your direct deposit and the distributions the first time it posts after our conversion to help us spot any problems faster than our data checking process may allow. If you find that something is not set up properly, please let us know ASAP.

HOW YOUR ACCOUNT SUFFIX CODES WILL CHANGE

We will no longer use:

S1, S2, S3, etc. for savings account code

S10 for checking

All the S accounts for savings

All the C accounts for Share Certificates (CDs)

All the L accounts for Loans

Say your account number is 777777. Your savings account will be 777777.1. Your checking account will be 777777.10. Your Money Market Savings will be 777777.30. In other words, we are dropping the "S" and replacing it with a "." .

**CONNECTION CREDIT UNION WILL BE CLOSED
MONDAY, JULY 1ST FOR TECHNOLOGY ENHANCEMENT**

CHANGES TO HOME BANKING, BILL PAY AND SPEEDY LINE

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Home Banking, Bill Pay and Speedy Line will experience changes due to conversion as well. Here's what will happen:

- All three systems will be unavailable during conversion weekend (close of business on the 29th - open of business on July 2nd)
- When the new system comes online, your PIN numbers will be reset. The first time you sign on to both Home Banking and Speedy Line, you will need to use your last six digits of your SSN as your password, and then change to whatever password you want to use.
- Your member number will NOT change.
- Please listen carefully when you call Speedy Line, as menu options will be different.
- Home Banking will have an entirely new site. If you currently have the Home Banking log-in page "bookmarked" be aware that on July 2nd there will be a new site. Please start at our web page www.connectioncu.org and click on the Home Banking link for best results.
- Any recurring transfers you currently have on Home Banking may need to be set up again on the new system.

OTHER THINGS YOU SHOULD KNOW.....

- Your member number WILL NOT change.
- Account suffix codes WILL change.
- Your June statement will look the same as always but your July statement will look different with changes in the format.
- Your debit card numbers WILL NOT change.
- Your credit card will remain the same for now but will change in the near future. More on that later.
- Your checking account number WILL NOT change. Continue to use the check you have.

IN REVIEW

- Your base account number will not change.
- Your sub account number (savings and checking accounts) will change slightly. Instead of S10 for checking it will be .10 for example.
- Your debit card will continue work.
- You will need to re-enroll in online banking and answer the annoying MFA questions again. Online banking will have an improved look with dramatically better functionality. You will still be able to log directly into bill pay from our new online banking site as well as have a host of new personal financial management tools now available. We encourage you to explore those as your finances can be very enlightening when presented in a graphical format.
- We will have a new mobile banking solution available that is tied directly to your account.
- Your statements will look a little different but we can now do e-statements. We encourage you to sign up for e-statements as that can simplify things for us as well as helps us be more efficient. That is important to us as a financial cooperative.
- Our offices will be closed on Monday, July 1st for the data conversion.

Some differences around the offices include electronic signature pads, laser printed checks and adding a drivers license picture to your account for security purposes if you choose.

Hot fun in the Summertime!

July usually means warm weather in Kitsap County. Enjoy the sun and fun. Remember, we can help you with great rate loans for summer. We have loans for boats, motorcycles, vacations, and of course cars and much more.



August Member Appreciation Month

Come to the credit union every Friday (except KC Fair Friday) in August between 11:00 and 1:30 for Hot Dog Friday.

It's our way of saying we appreciate our member-owners!

At the Silverdale branch we'll have chicken and beef hot dogs, chips, cookies and cool lemonade.

At the Port Orchard branch you'll get a voucher for one day a week to get a hot dog from the hot dog vendor at the courthouse.



Hope to see you at the fair!

Come say hello to us at the Kitsap County Fair and Rodeo.

We have a booth by the carousel when you come into the side entrance. **It's always good to see a member's friendly face.**

*Building financial futures,
one relationship at a time.*