

CORE CONVERSION

EVERYTHING YOU NEED TO KNOW

- Our branches will be closing at 5:00 PM on September 30th, and we will reopen at 8:30 AM on October 5th.
- You will need your **member number** to register for all of your new products. If you do not know your member number, please call or email us to obtain this information.
- Home banking and the mobile app will be unavailable beginning end of day Wednesday, September 30th, and the new app will be available Saturday, October 3rd. App links below (links will not work until October 3rd).
- Debit cards will have **daily spending limits** starting Wednesday, September 30th and ending Monday, October 5th. Limits are based on your average monthly balance.
- We will be extending our call center hours to help you navigate during this time. Please see below for a complete call center schedule.
- **If you anticipate needing a large withdrawal or making a large purchase** between Wednesday, September 30th and Monday, October 5th, please plan accordingly or contact us to prepare.
- As a resource to monitor your checking account balance, download the **CardValet** app from Google Play or the App Store. This will allow you to track debit card spending but will not take into account transactions made with your account and routing number (ACH, Direct Deposit, etc.) *Note that CardValet will not be available after conversion.*
- We will be posting all payments or withdrawals via your account and routing number (Direct Deposit, ACH payments, etc.) as they are received on September 30th. Payment files that are received on October 1st-2nd may not post until Saturday, October 3rd.
- **Our Bill Pay system will be getting an upgrade.** Some payee information will not be transferred over, so be sure to record all of your payee information, and login to the new Bill Pay as soon as possible to ensure everything is correct. If you would like to keep a record of payment history from the old system, please login to download or print payment information before September 25th.

CALL CENTER HOURS

THURSDAY, OCTOBER 1ST
8:00 AM - 8:00 PM

FRIDAY, OCTOBER 2ND
8:00 AM - 8:00 PM

SATURDAY, OCTOBER 3RD
8:00 AM - 8:00 PM

MONDAY, OCTOBER 5TH
8:30 AM - 5:00 PM

WE'RE HERE TO HELP!

We will be extending our phone hours so that we can assist you through this transition. We are very excited to be providing you with the most up to date products and services! If you have any questions or concerns, please reach out to us.

804.748.3081
info@peoplesadvfcu.org

THINGS THAT ARE CHANGING

- NEW Mobile App
- NEW Home Banking
- NEW Phone Banking
- Enhanced online services
- NEW Bill Pay
- Customized courtesy pay options
- Improved online loan application
- Text message communications
- External transfers

THINGS THAT ARE NOT CHANGING

- Your member number
- Your account numbers
- Our routing number
- Credit and debit card numbers
- Your checks will still work!

RESOURCES

QUESTIONS? VIEW THE COMPLETE CONVERSION FAQ PAGE [HERE](#).

[CLICK HERE TO DOWNLOAD CARDDVALET](#)

[CLICK HERE TO LEARN ABOUT ONLINE AND MOBILE BANKING](#)

[CLICK HERE TO LEARN ABOUT VOICE BANKING](#)

[CLICK HERE TO LEARN ABOUT NEW BILL PAY](#)

