



RED CROWN CREDIT UNION™

It's not just service. It's Personal.

News for Members of Red Crown Federal Credit Union, August 2010

New Processing System Slated for September 4 - 6 Installation

On September 4 - 6, we will be installing a new data processing system which serves as the hub for virtually all member financial activity at Red Crown. The new processing system will help us operate more efficiently, allowing us to spend our time and resources on better serving you. Additionally, it will give us the necessary tools to meet and exceed the positive growth demands we continue to experience. For the most part, the changes you will see should be fairly transparent. A few things will be noticeable, but all are for the better! Plus, in the months and years to come, you'll experience further improvements as we take advantage of the many capabilities our new system will offer.

The new system will be installed over Labor Day weekend - September 4-6, 2010. During this period, all Red Crown FCU branches will be closed for the 3 days to complete the installation. We will begin the process after our branches close on Friday, September 3, 2010, with the new system operating the morning of Tuesday, September 7, 2010.

Between close of business September 3 and open on September 7, you will have:

- **Limited access** to your funds through your ATM card or Visa Check Card.
- **No access** to home banking (CUOL), bill pay, eStatement and telephone banking (ART). Home banking, bill pay and telephone banking are all being replaced with brand new systems.
- **Limited access** at Credit Union Service Centers.
- Suggested options for accessing your funds during this weekend are to: write a check, use a credit card or make the appropriate cash withdrawals prior to close Friday, September 3.

Please read the following for more information and details...

New Processing System FAQs (Almost) Everything you need to know about the upgrade!

Below you'll see highlights from a Frequently Asked Questions document we've prepared for the upcoming technology upgrade. (This document can also be found on our website at www.redcrown.org.)

General Questions

1. What is a Core Processing System Conversion?

The Core Processing System is the computer system that Red Crown uses to maintain members' accounts and loans and to process transactions. This upgrade will allow Red Crown FCU to improve our efficiency and enable us to offer new products and services in the future.

2. When is the date of the conversion?

The computer system upgrade/conversion will occur over Labor Day weekend - September 4-6, 2010. All Red Crown FCU branches will be closed these 3 days to complete the conversion.

3. Is my personal data still safe and secure?

Yes. Your personal data and account information is safe and secure as always.

4. Are my funds still safe and secure?

Yes. Your funds remain secure at Red Crown FCU. All Red Crown accounts will continue to be insured by NCUA (the National Credit Union Administration) for up to \$250,000 per account.

5. Are all financial institutions converting data processors right now or is this specific to Red Crown?

This upgrade is specific to Red Crown FCU. The computer system upgrade is necessary to meet the current and future needs of our members. The new system will improve our efficiency, and allow us to offer our members new products and services in the future.

6. Is this computer system upgrade a result of the economy?

No. The conversion is not the result of the economy. Red Crown FCU remains a strong and secure financial institution.

7. Why is Red Crown converting data processors now?

Red Crown's agreement for its existing system will be expiring soon. Red Crown FCU took this opportunity to conduct an extensive review of core processing systems and determined that this conversion will best position the credit union to meet the needs of our members now and into the future.

8. What if I don't want my accounts converted?

All Red Crown FCU accounts will be part of the conversion. The features of your accounts will remain the same as a result of the conversion.

9. Will my account numbers change?

No. Your account numbers will not change. We want to make this conversion as simple as possible for our members and thus you will keep the account numbers you have always had.

10. Will I have to order new checks?

No. You will not need to order new checks.

11. Will Red Crown FCU's routing and transit number change?

No. The routing and transit number will not change. Red Crown's routing & transit number is 303986148.

12. Can I still write checks during the conversion?

Yes. You can write checks while Red Crown is closed. As always, you are responsible for ensuring that there are sufficient funds in your account to cover any checks you write during this time.

13. Will I have access to my funds during the conversion?

We will begin the conversion process after our branches close on Friday, September 3, 2010. The new system will be up and running on Tuesday, September 7, 2010. During this time, you will have limited access to your funds through your ATM card or Visa Check Card. Access to home banking (CUOL), bill pay, eStatement and telephone banking (ART) will not be available. Credit Union Service Centers will have limited access as well. Suggested options for accessing your funds during this weekend are to: write a check, use a credit card or make the appropriate cash withdrawals prior to close Friday, September 3.

14. I have a share certificate (CD) coming due between September 4-7, 2010. When will I be able to make changes to this account?

When you receive your CD maturity notice in the middle of August, you can call in your change at that time. Red Crown certificates have a ten-day grace period at maturity during which you can make changes to the certificate without penalty. So you will have some time after the conversion to call in changes as well.

Continued...

New Processing System FAQscontinued

ATM and Visa Check Cards

1. During the conversion weekend, will there be a limit on ATM or Visa Check Card transactions?

Yes. There will be limited availability to your funds for purchases with your Visa Check Card or ATM withdrawals in effect Friday, September 3, 2010, until Tuesday, September 7, 2010. Members with additional cash needs are encouraged to make the appropriate cash withdrawals before this time period, write a check, or use a credit card.

2. What happens if I exceed the Visa Check Card or ATM withdrawal limit?

Your card will be denied.

3. Will my ATM or Visa Check Cards or PIN change?

No. Your cards and PIN will not change as a result of the conversion.

4. Will Red Crown ATMs be available during the conversion?

Yes. Red Crown ATMs will be available for your convenience.

5. Will my card work at other ATMs?

Yes. Your card will work at other ATMs as long as there is availability on the card.

6. What if I lose my ATM or Visa Check Card during conversion weekend?

If you lose your Red Crown ATM or Visa Check Card during the conversion weekend, please call 800-264-5578 to report it lost. Red Crown will not be ordering replacement cards during the conversion weekend. However, we will be able to order you a new card when we re-open on Tuesday, September 7, 2010.

7. Should I push Credit or Debit when making purchases with my Visa Check Card?

You should always push "Credit" for all transactions unless you are requesting cash back. Using "Credit" for transactions gives you greater protection against fraud.

Direct Deposit/Payroll Deduction & Automatic Payments

1. Will any part of my direct deposits, payroll deductions or automatic payments change?

No. You should see no change in your direct deposits, payroll deductions or automatic payments. Everything should still come into the same accounts and distribute to the accounts requested.

Red Crown MasterCard Credit Cards

1. Will the conversion affect my Red Crown MasterCard credit card?

No. The Red Crown MasterCard credit card will not be affected by the conversion. Your card will function as usual during the conversion weekend.

2. What if I lose my Red Crown MasterCard credit card during the conversion weekend?

If you lose your Red Crown MasterCard credit card during the conversion weekend, please call 800-442-4757 to report it lost.

Loans

1. Will my Red Crown FCU loan due date be affected by the conversion?

No. Your loan due date will remain the same.

2. I have payroll deduction for my Red Crown FCU loans. Will any part of payroll deduction payments change?

No. Your payroll deduction will not change. It will still come into the same accounts and payment will be distributed to your accounts as requested.

3. Will my automatic transfer payments from savings or checking change in any way?

Your payment will continue to automatically transfer from your savings or checking account as requested.

4. Will I be able to complete an online loan application during the conversion weekend?

Yes. Our online loan application will continue to be available.

Home Banking - CUOL

1. Will the conversion change the online Home Banking service?

Yes. The conversion will provide an entirely new Home Banking and Bill Pay service with improvements to the look and functionality over the existing service, including Mobile Banking.

2. Will my Home Banking User ID change?

No. Your Home Banking User ID will remain the same.

3. Will my Home Banking password change?

No. Your Home Banking passwords will remain the same.

4. Will my Home Banking security settings change?

Yes. Security settings will change for all members. You will be prompted to select new security settings upon initial login.

5. When will I not have access to Home Banking?

Home Banking will not be available from close of business Friday, September 3 until the morning of Tuesday, September 7.

6. Will my full account history be accessible in Home Banking after the conversion?

No. Only activity from September 7, 2010, going forward will be accessible in the new Home Banking system. However, you can have access to your prior month's statements via eStatement which will be available within the new Home Banking service like it is today.

7. Can I save my account history from before the conversion?

Yes. You would need to print, copy/paste/save or download your account history to a money management software program such as Quicken or MS Money on or prior to September 3.

8. How do I access account history prior to September 3 end of business?

All members will receive a statement for August thru September 3 so they have the latest account information. Members who need account history prior to September 3 may continue to view all of their available statements via eStatement or contact a member service representative at Red Crown.

Audio Response/Telephone Banking

1. Will the Audio Response Telephone Banking service ART be available during the conversion?

No. Telephone banking will not be available from close of business Friday, September 3 until the morning of Tuesday, September 7.

2. Will my login for Telephone Banking change?

No. Your login will remain the same.

3. Will my password for Telephone Banking change?

No. The new audio system will accept your current password.

4. Will my voiceprint carryover?

Our new system does not have the voiceprint authentication.

5. Will there be new transaction codes to learn?

Yes. There will be new transaction codes for the Telephone Banking system. As soon as we know more, we will publish them on our web site.

Bill Pay

1. Is Bill Pay going to be affected by the conversion?

Yes. Bill Pay will convert to an entirely new system.

2. Will I need to setup my Payees again in Bill Pay?

No. You will not need to setup your existing Payees again.

3. Will my Pending Payments still be setup in Bill Pay?

Yes. Your Pending Payments will convert to the new system.

4. Will my Bill Pay history transfer over to the new system?

No. Your existing Bill Pay history will not transfer to the new system.

5. How do I access Bill Pay history prior to September 3?

Members who need bill pay history prior to September 3 can contact a member service representative. We will still have access to the old system post conversion.

Statements

Please note: Your August statement will mail the week of September 6th so that we can include account activity through September 3rd on the August statement. All account holders will receive a statement.

1. Will statements be affected by the conversion?

No. Paper statements and eStatement will not change. The statement layout or format may change slightly, but our statement provider is remaining the same.

2. Will my old statements be accessible in Home Banking after the conversion?

Yes. Nothing is changing with our statement provider. So eStatements will still be available as they are today after conversion.

3. Will access to my eStatement change?

eStatements will continue to be available within Home Banking. The separate eStatement Login from our home page may be discontinued. This is yet to be determined.

We appreciate your patience during this conversion process. Our goal is to make it as seamless as possible for our members. Please contact us with any questions or concerns. Thank you!