

# Technology update, coming soon!



INSIDE, FIND OUT WHAT TO EXPECT, HOW TO BE PREPARED  
+ WHY WE'RE EXCITED TO SHARE THIS WITH YOU.

## From the Desk of Cathy J. Pace, President and CEO



At Allegacy, our members are at the forefront of everything we do.

We are committed to providing you the best, most secure financial experience possible.

With that said, we are excited to share that our team has been working extremely hard for the past two years to plan, prepare and test a new technology system that will allow us to serve you better, faster, and offer you enhanced products, along with more security features to keep your finances safe. We've highlighted several of those in this newsletter, with more to come!

So... what does this really mean to you? While our technology upgrade is mostly

happening behind the scenes, there will be times when the upgrade process will affect some of the services you may use.

Memorial Day Weekend is when we will officially upgrade our current system to the new one! We have been extremely diligent to make this enhancement as seamless as possible for you.

And to ensure you know exactly what is happening and WHEN, we have created a special page on our website to keep you up to date.

You will also receive a number of communications this month by mail, email and digital, to outline all the things you need to know.

### SPECIAL HOURS AFTER THE UPGRADE:

The Contact Center will be open from 7:30 am – 7:00 pm beginning on Tuesday, May 26th.  
Saturday, May 30th and Saturday, June 6th, 9:00 am – 5:00 pm

We hope you will read these thoroughly, and any time you have questions, please contact one of our amazing 400+ employees and we will be happy to help.

As CEO, I would like to thank you in advance for your support and understanding during this upcoming technology upgrade.

Helping our members achieve their financial best is what drives us each and every day. We are excited for the changes ahead and are honored that you have chosen Allegacy as YOUR credit union.

We will continue to provide our BEST to you, so you can achieve YOUR Financial BEST.  
THANK YOU!

**We are committed to  
providing you the best,  
most secure financial  
experience possible.**

We are working hard to minimize any inconvenience during the brief interruption in service during Memorial Day Weekend.

## How you can prepare.

Please plan ahead! While our upgrade is taking place, many of our systems and services will be offline and unavailable.

### IMPORTANT DATES + TIMES

**6:00 pm**  
**Friday, May 22**



#### **Financial Centers + Contact Center**

All Financial Centers, Drive-Thrus and our Contact Center will close at 6:00 pm Friday and remain closed during Memorial Day Weekend, including Saturday, May 23 and the Federal holiday on Monday, May 25.

#### **ATMs, Check Cards, Credit Cards + Checks**

ATMs, cards and checks will all function as usual, and your Personal Identification Number (PIN) will not change for your cards.

The following will help you plan ahead to help avoid any inconvenience. We appreciate your patience.

**6:00 pm**  
**Friday, May 22**

#### **WebBanking + WebPay**

WebBanking and WebPay will not be available beginning at 6:00 pm on Friday, May 22. These services will be available by 7:30 am on Tuesday, May 26.

**7:30 am**  
**Tuesday, May 26**

**The Contact Center will open at 7:30 am, followed by all Financial Centers' Drive-Thrus by 8:30 am and lobbies at 9:00 am. WebBanking, WebPay and ATM/ITM access will resume! Online Account Opening + Loan Application and PhoneBanking will be available.**



**Not available during the upgrade weekend:**  
Online Account Opening and Loan Application, PhoneBanking

## What actions do you need to take?

COMPLETING THESE SIMPLE STEPS PRIOR TO MAY 22 WILL HELP REDUCE ANY POTENTIAL INTERRUPTIONS IN YOUR DAY-TO-DAY EXPERIENCE WITH ALLEGACY.

- 1** Know that, although you will be able to make deposits at Allegacy Federal Credit Union ATMs and Night Deposit Boxes during Memorial Day Weekend, these funds will not be available until May 26, 2020.
- 2** Review your account history (available through WebBanking) and reschedule any WebPay payments that would have fallen between May 22 and May 25.
- 3** Be sure your telephone number(s) and email address information with us are up to date so that we can reach you if needed. Online banking users may update email contact information when logged in to WebBanking. To update your telephone number(s), please call 336.774.3400.



## Upgrade Highlights

We are committed to keeping you informed during this process and have created a dedicated page on our Allegacy website to answer all your questions.

[ALLEGACY.ORG/UPGRADE](https://allegacy.org/upgrade)

If you don't see your question online, give us a call or submit your question using the online form. We'll get an answer for you!

## What's new for May.

We are excited to share a sneak peek at a few of the new offerings you'll experience with our technological upgrades on May 26th.

- **Our Statements have been enhanced.** Our new statements show your account details in a more digestible, visually pleasing format. Check out the special member messages as well to see how else Allegacy can help you continue to be your best. **(1)**
- **Credit Card integration will be enhanced in Mobile + WebBanking.** You will now be able to view your transactions in these digital tools! **(2)**
- You may now make Allegacy loan payments by providing funds via ACH or debit card from an outside organization in the **new loan payment module.**
- **Faster transaction, easier loan application process.**
- **Enhanced security** tools that allow us to further protect your accounts from fraud.

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The good stuff!



## COMING NEXT!

- **Hands down** the coolest new offering! No more fumbling for your photo ID or member cards. Sign up to use the latest biometric technology that ensures the highest level of security for your identity. Just scan your palm with our new biometric scanner, and we can find your account details in an instant. **(3)**
- **Email receipts** will soon be an option for transactions at our financial centers and Interactive Teller Machines.
- **Consumer and Business Credit Card Management will be available.** Turn cards on/off, report cards lost/stolen or cancel a card at your convenience!
- **More business services** are on the way to help you manage your accounts on the go. More safety and security and a few new account types to help your business be its best! Stay tuned for more.

What are WE  
most excited  
about?  
Read why  
Allegacy team  
members can't  
wait to upgrade,  
in their own  
words.

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“When the **biometric scanners** become available in Financial Centers and Interactive Teller Machines, they will eliminate the need for a card for transactions. So, if you forget your card at home, no worries! All you need is your hand!” — Suzie B.



“This technology will be a huge help in **quickly opening accounts** and making for a great member experience!” — Logan M.

“There are new features to help us **protect our members** with more extensive fraud alerts and protection.” — Nikki B.



“This upgrade will enable us to develop **innovative products** and solutions to support our members more efficiently.” — Christie B.

“I like that members will soon be able to receive **digital receipts** in their email. This saves paper and trees, but also helps the member stay organized!” — Donna H.

“New and existing members will now be able to **apply online** for deposit and loan accounts in the same application workflow. It will create an easier and much smoother online account opening experience.” — Treva L.

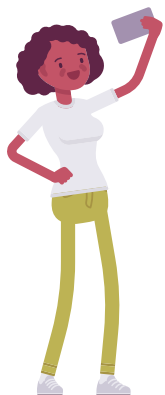
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