

### **Attention All Members:**

Following is important information you need to know as we move into our system upgrade week. As you know from reading our recent direct mail to you (and as posted on website and in our office), there will be changes to how you gain access to online banking, reset passwords, access the new Telephone Teller, It's Me 247, and reach a member service representative with questions. So please read all the information below so interruptions in service will be minimized and you will be inconvenienced as little as possible. Again, your patience is appreciated and we hope you look forward to the exciting new products and services you will have available after the upgrades are installed.

### **New Online Banking - Welcome to It'sMe247!**

It'sMe247 makes it so easy to bank online. View all account information online, from savings and checking accounts, to certificates and loans! Transfer funds and much more...

View a Video Demo by visiting our website at [www.y SCU.org](http://www.y SCU.org).

First Time Login Instructions:

1. Type your username (your account number)
2. Click [Login](#)
3. Type your default password (last 4 digits of your social security number)
4. Click [Continue](#)
5. Create a new, secure password\* and type it into each new password field
6. Click [Change My Password](#)
7. Type in the answers to three unique security questions (these are not case-sensitive)
8. Click [Save My Questions](#)
9. Accept the Terms & Conditions of Use (scroll to the bottom of the page to accept)
12. Explore the new virtual banking experience!

\*New passwords must meet strong password requirements: 3 out of the 4 following characteristics – lowercase letter, capital letter, symbol, or number.

- After your first time accessing It'sMe247, you will also need to answer one of your security questions each time you log in as an extra layer of security. If you wish, you can also select the "Hide my Typing" checkbox underneath the password field for added security.
- Other accounts you may have had linked to your online banking account WILL NOT automatically set up on your new online banking. You will need to contact YSCU to have those accounts re-linked. Before calling, however, be sure that each account owner of any account you want linked to your online banking access has, themselves, already signed in to online banking for their account at least once, or the Credit Union will not be able to link the account for you until that is done.
- Note that your base account number is staying the same, however the suffixes may be different.

Consider printing your archived statements before May 1 from your current online banking access. They will NOT carry forward to the new online banking. Statements from upgrade date forward WILL archive to the new online banking.

NO APRIL STATEMENTS ARE AVAILABLE AS E-STATEMENTS. Paper statements will be produced for all members at no cost for April. Once set up on your new online banking account, you can ENROLL IN E-STATEMENTS.

### **New Telephone Teller – Welcome to CUTalk Telephone Banking**

**1. Call: (800) 860-5704**

When asked for your Credit Union ID, enter 296

**2. Enter your member number, then press #.**

**3. Enter your temporary PIN** (the last four digits of the Primary Accountholder's Social Security number), then **press #.**

**4. You will be prompted to enter a new PIN, then press #.**

**5. Confirm your new PIN.**

**6. Select a Main Menu Option:**

1 – Account inquiries, including balances and recent transactions

2 – Funds transfers

3 – Hear current rates or calculate estimated loan payments

4 – Change your PIN

5 – Change to a different member number

6 – Other CU services, including locations and hours

8 – Repeat this menu

9 – End the call

0 – CU Talk Tutorial (press \* to exit the tutorial and return to the main menu)

**Note: The CU Talk Bank-by-Phone system can only be accessed by calling the new toll-free number listed above**

Have Questions? Receiving Member Service the first couple weeks after the system upgrade:

We realize that phone lines will be busy with many members having questions. We have arranged for call center support. Calls to the Credit Union will be forwarded to representatives trained to answer your questions about the new system and to handle basic member service issues. If your situation needs attention by a specific employee, a message will be sent to us here at the office and you will receive a call back. You may also call the center directly if you can not get through to our office.

**Temporary Call Center Starting May 3: (844) 730 6851**