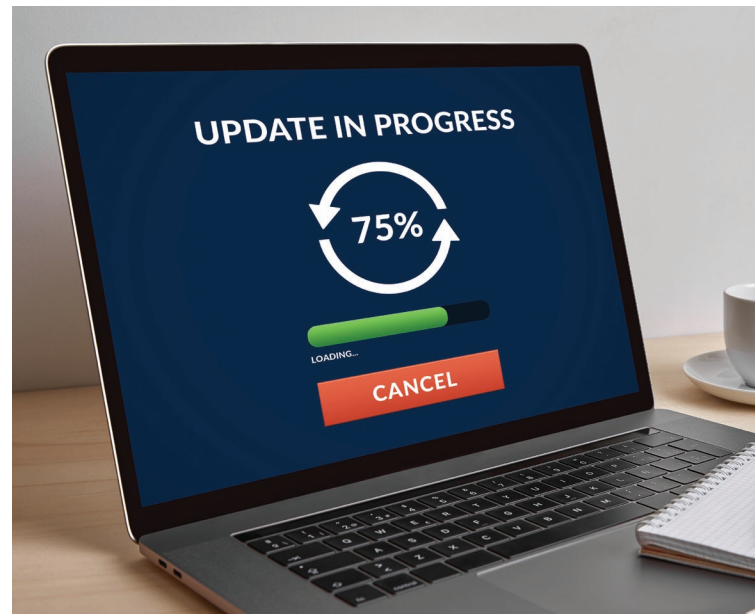


New Technology...Is On Its Way!

We'll update our core computer system beginning Friday, September 29, 2023. We'll close on Friday at 5:00 p.m. and re-open on Tuesday, October 3.

During this time, the Visionary team will be working around the clock to ensure our computer upgrade is seamless. You may experience service limitations during the conversion period, and we apologize for any inconvenience. Please visit www.visionaryfcu.org/conversion.php for details and updates.

Get ready for improved Online and Mobile Banking, enhanced security, and more!



Important Dates:

	Thursday, September 28	Friday, September 29	Saturday, September 30	Sunday, October 1	Monday, October 2	Tuesday, October 3
Branch Hours	Open Normal Business Hours	Close at 5:00 pm	Closed	Closed	Closed	Open Normal Business Hours
Online Banking/ Billpay	Available	Available until 3:00 pm then unavailable	Unavailable	Unavailable	Unavailable	Available
Mobile Banking/ Deposit	Unavailable	Unavailable	Unavailable	Unavailable	Unavailable	Available
Shared Branch Network	Available as normal	Available until 5:00 pm	Unavailable	Unavailable	Unavailable	Available
Debit/ATM Cards	Will function as normal	Will function as normal until 5:00 p.m. After which they will function but with reduced limits throughout the weekend.	Will function but with reduced limits. POS daily limit will be \$300 ATM daily limit will be \$105	Will function but with reduced limits. POS daily limit will be \$300 ATM daily limit will be \$105	Will function but with reduced limits. POS daily limit will be \$300 ATM daily limit will be \$105	Will function as normal
Telephone Banking	Available as normal	Available until 3:00 pm	Unavailable	Unavailable	Unavailable	Available
Credit Cards	Function as normal	Function as normal	Function as normal	Function as normal	Function as normal	Function as normal
Night Drop	Available as normal	Envelopes placed in night deposit after 3:00 p.m. will be processed on October 3.	Envelopes placed in night deposit will be processed on October 3.	Envelopes placed in night deposit will be processed on October 3.	Envelopes placed in night deposit will be processed on October 3.	Available as normal

Questions? Please call us at 412-221-6660 or visit www.visionaryfcu.org/conversion.php

Money & More

In This Issue:

- * Watch For Our Computer Upgrade!
- * Holiday Closings

Additional Information

Additional Information	How to Plan Ahead
Friday, September 15th – Last day for Online Banking Enrollment until the new system is live on Tuesday, October 3rd	All Online Banking enrollment will need to be completed by 3:00 pm on Friday, September 15th. Enrollments after this date/time will be processed in the new system on Tuesday, October 3rd.
Thursday, September 28th – Last day to order Debit Cards or PIN reorders until the new system is live on Tuesday, October 3rd	If you know your Debit Card is lost or damaged, please, notify us immediately so the old card can be deactivated and a new card issued prior to 9/28.
Estatements – Previous e-statements will not be available.	A paper statement will be issued for the month of September and available to all members in early October – including those enrolled in e-statements. The first e-statement available through online banking will be in early November. We advise you to print your account history and the last few statements from Online Banking prior to the conversion for reference. You may also request printed copies of your statements in branch.
Online Banking/Mobile Banking – Your Login ID will be your Member Number the first time that you login to the system. If your member number is less than 6 digits, add zeros at the start to make it 6 digits. Your password will be the Last 4 digits of your SSN.	Following your initial login, you will be asked to Update your Login ID/User ID. This Login ID/User ID cannot be your Member Number. Please follow the specification prompts to create a new Login ID. Your New Login ID/User ID must be between 6 and 50 characters and can be any combination of letters and numbers as well as certain special characters: _-!@\$*()=+{}[]]. Spaces are not permitted. On the next screen it will ask you to create a new password. Your current password on this screen will be the last 4 digits of your SSN. Create your new password according to the prompts. After changing your Login ID and Password please follow the prompts to update your security questions and mobile phone number.
Scheduled Transfers in Online Banking to your Visionary FCU Visa credit card will not transfer to the new system.	Scheduled Transfers that you have set up to your Visa Credit card will not transfer to the new system. You will need to manually set these up after conversion.
Scheduled Transfers in Online Banking to your other online banking accounts will transfer to the new system.	Scheduled Transfers that you have set up to your other share and loan accounts will transfer over to the new system. If you see any other issues after conversion please reach out to us.
Account Nicknames will not carry over to the new system	If you have renamed your accounts in Online Banking to nicknames, these names will go away with the conversion.
Payroll splits should carry over to the new system	If you do not see your payroll distributing as normal, please call us at 412-221-6660.

Holiday Closings

Labor Day

Monday, September 4, 2023

Columbus Day

Monday, October 9, 2023

Veterans' Day (Observed)

Friday, November 10, 2023

Thanksgiving

Thursday, November 23, 2023

Christmas Day

Monday, December 25, 2023

New Year's Day

Monday, January 1, 2024

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Stay connected and be the first to learn the latest news and tips from Visionary Federal Credit Union.



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412-221-6660

www.visionaryfcu.org

HOURS

Lobby and Drive Thru Hours
Monday, Tuesday, Thursday & Friday
8:30 am - 5:00 pm
Wednesday 8:30 am - 1:00 pm

