

Systems Upgrade Coming February 1, 2020

Important Information About Your Accounts



CU of Atlanta is dedicated to providing the latest products and services that are convenient, secure and help you achieve your financial goals. In order to do this, we are taking the time to invest in a system upgrade that will enhance your member experience online, in-branch and by phone.

Our top priority is to ensure a smooth and seamless transition for all our members. With that goal in mind, our staff has been working “double-duty” for several months to both prepare for the transition and to continue to serve you on our current system. Comprehensive staff training of the new system is now underway and excitement is building as we can now see, firsthand, all the ways in which we will be able to serve you better.

Some upgrades will include:

- Improved Mobile Banking experience with access to statements from your mobile device.
- Updated Online Banking platform that will offer more features to manage your accounts.
- New internal operating system which will provide quicker, more efficient in-person and over-the-phone service.
- New Bill Pay service that is easier and more convenient than ever before.

Thank you for your cooperation during this exciting upgrade. If you have any questions, please feel free to contact us at 404.658.6465.

What to Expect

In preparation for the upgrade, it will be necessary for us to close at 5:00 pm on Friday, January 31, through the morning of Monday, February 3.

On Friday, January 31 at close of business, the following services will not be available to members until the morning of Monday, February 3:

- Online Banking
- Mobile Banking
- Bill Pay
- Telephone Banking

The following services will remain open and accessible during this time:

- CU of Atlanta ATMs
- ATM and Debit Cards (with reduced daily limits)
- Credit Cards (Credit Cards are unaffected by the upgrade)
- CU of Atlanta website for information only (Loan applications will NOT be available)

How to access funds during upgrade weekend:

- Write a check
- Use your ATM or Debit Card at any ATM or merchant location
- Use your CU of Atlanta Credit Card
- Make the appropriate cash withdrawals at one of our branches prior to close of business on Friday, January 31

**Please visit
CUATLANTA.ORG
regularly for the most
up-to-date upgrade
information.**

Important Account Information

ONLINE AND MOBILE BANKING USERS

Beginning Monday, February 3, **BOTH** existing and new Online Banking members will need to enroll in the new Online Banking platform.

Online Banking enrollment is required before users can access Mobile Banking, Bill Pay and eStatements.

Watch for easy-to-follow Online Banking enrollment instructions in the coming months.

BILL PAY USERS

After the upgrade, you will access Bill Pay via Online Banking. You must first enroll in our new Online Banking platform and then click on the Bill Pay tab. This tab will bring you directly to your Bill Pay site, where you will set up your payees and schedule payments.

Watch for easy-to-follow Online Banking enrollment instructions in the coming months.

eSTATEMENT USERS

Access to account history prior to February 1 **will NOT be available on our new platform.**

On February 3, your monthly eStatement will be accessed via Online Banking. Our new platform will not hold any transactional history prior to February 1. Access to your account history before February 1 will be available to you through your past paper statements and/or eStatements.

To avoid losing access to your monthly statement history, you must log in to Online Banking now and download PDFs of past statements to your own computer. After February 1, this information will no longer be available.

New Features and Enhancements

SAVINGS AND CHECKING ACCOUNT STATEMENTS

Your statements will be delivered in the same way they are now. There will be a slightly different look and feel, but rest assured that your account information will be safe throughout the upgrade.

TRANSACTION RECEIPTS

Although your account information is not changing, you will see a fresh new look to our receipts.

ID SCANNING

For your continued protection, if you come in to do transactions after the system upgrade, please be aware we may ask you for your ID so we may scan it into our new system.

Please visit CUATLANTA.ORG for the most up-to-date information regarding these exciting changes.

If you have any questions or concerns about our upgrade, please call **404.658.6465**, or visit the branch nearest you.

CREDIT UNION OF ATLANTA
670 METROPOLITAN PARKWAY SW
ATLANTA, GA 30310
404-658-6465

ACCOUNT NUMBER
12345

STATEMENT PERIOD
01/01/17 - 01/31/17

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JOHN A. MEMBER
100 MAIN STREET
MAYFIELD, VA 22645

Your statement has changed effective with this statement. If you're a new user, if you have any questions, please stop by our branch at the phone number.

Month	Dr	Cr	Transaction Description	Original Amount	Interest	Net Change	Running Balance
01/01	00.00	00.00	Share Previous Balance				3053.81
			Joint Debit				
01/04			Withdrawal	-200.00		-200.00	2853.81
01/06			Withdrawal to transfer to share 71	-100.00		-100.00	2753.81
01/11			Withdrawal	-200.00		-200.00	2553.81
01/17			Deposit transfer from share 17	1.00		2473.71	
			Interest Dividend 0.000%				
01/31			Annual Percentage Yield Earned 0.20% from 08/01/09 through 08/31/09 Based on Average Daily Balance of 000.00				2473.71
			Dividend earned prior to date 0.00				
01/01	00.00	00.00	Special Savings Previous Balance				2399.00
			Joint Debit				
01/04			Withdrawal Transfer to Share 71	-200.00		-200.00	2199.00
			Interest Dividend 0.000%				
01/31			Annual Percentage Yield Earned 0.20% from 08/01/09 through 08/31/09 Based on Average Daily Balance of 000.00				2199.00
			Dividend earned prior to date 0.00				
01/01	00.00	00.00	Share Split Previous Balance				321.25
			Joint Debit				
01/04			Deposit Transfer from Share 88	200.00		521.25	
01/05			Withdrawal AICM CUA MUTUAL	-40.00		481.25	
01/06			Share 00000	-40.00		441.25	
01/09			Withdrawal AICM Health Care	-121.00		320.25	
01/10			Share 00000	-20.00		300.25	
01/11			Share 00000	-10.00		290.25	
01/11			Deposit Transfer from Share 01	100.00		390.25	
			Interest Dividend 0.000%				
01/31			Annual Percentage Yield Earned 0.20% from 08/01/09 through 08/31/09 Based on Average Daily Balance of 000.00				390.25
			Dividend earned prior to date 0.00				

Account Balance Summary

Share	Amount	Number	Account	Number	Amount
000001	50.00	000002	200.00	000003	250.00
Total Dividends earned to date		50.00			

Share: Savings 2473.71
Special Savings 2199.00
Share Draft 390.25
9866.00

NOTE: See reverse side for important information concerning your rights and disclosure information.

CREDIT UNION OF ATLANTA
670 METROPOLITAN PARKWAY SW
ATLANTA, GA 30310
404-658-6465

Account XXXXXXXXXX Member Name
REG: 00/00/17 Date: 02/02/17
TID: 0000 Time: 1:05pm

Deposit to ALL PURPOSE CLUB 00
Amount: 10,000.00
New Bal: 10,199.31
Seq: #5435
Deposit to CHECKING # 0 0 0 0 00
Amount: 4,221.25
New Bal: 5,876.04
Seq: #5436

Check Received 14,221.25

Authorized by
Join us online at cutlanta.org

Savings and Checking Account Statements

Transaction Receipts

