

Communications About the HFCU System Upgrade Distributed to Membership As of 4.30.2024

1. **January 1-5, 2024:** HFCU distributed the 2024 Winter Newsletter to all members via Statement Messages (print and electronic). The information was found in the President's Message on page 2 of the newsletter. To view the 2024 Winter Newsletter, [click here](#).
2. **March 1-5, 2024:** Members should have received their monthly statement either printed or electronically. On the statement, there was a message pertaining to an upcoming system upgrade and an important mailer headed your way.
3. **March 18-27, 2024:** If you call into our main line and are on hold, a message regarding the upgrade and important mailing played during the timeframe referenced.
4. **March 18-27, 2024:** A booklet was mailed to all HFCU members that should arrive at their doorsteps in the timeframe referenced. To view what the mailer looks like, [click here](#).
5. **March 19, 2024:** If you have an email address on file with HFCU, and email was sent to all members on March 19th, 2024 that contained information on the upcoming System Upgrade and additional details. Please check your email!
6. **April 1, 2024:** HFCU Spring 2024 Member Newsletter was shared in member statements, that included important reminders for the upgrade. To view the Spring newsletter, [click here](#).
7. **April 1-5, 2024:** March Statements/e-Statements shared with all members included information regarding the upgrade in the message area.
8. **April 2, 2024:** If you have an email address on file with HFCU, and email was sent to all members on April 2nd, 2024 that contained information on the upcoming System Upgrade and additional details. Please check your email!
9. **April 15, 2024:** If you have online/mobile banking with HFCU an email was sent to you with the opportunity to pre-register for our new platform. Please check your email!
10. **April 18, 2024:** Automated calls and text messages were sent to all members as a reminder of the upcoming upgrade!
11. **April 18, 2024:** If you have an email address on file with HFCU, and email was sent to all members on 4.18.24 that contained information on the upcoming System Upgrade being 2 Weeks away and additional details. Please check your email!

- 12. April 25, 2024:** If you have an email address on file with HFCU, and email was sent to all members on April 25th, 2024 that contained information on the upcoming System Upgrade being one week away. Please check your email!
- 13. May 1-5 2024:** April Statements/e-Statements shared with all members included information regarding the upgrade in the message area.
- 14. May 1, 2024:** Members with cell phone numbers on file were sent a final reminder of the upgrade happening May 3-6.
- 15. May 2, 2024:** If you have an email address on file with HFCU, and email was sent to all members on May 2, 2024 that contained information on the upcoming System Upgrade being one day away. Please check your email!

Continue to be on the lookout for more as we approach the weekend of May 3, 2024!