



Have You Completed Your System Upgrade Member Checklist?



Read the Entire Member Booklet! (Before 5/3/24)

During the Upgrade, there will be periods where you will be unable to access your accounts via branch or online channels. It is extremely important that you take time to review the information in the booklet provided to you in March 2024, to understand exactly what will be taking place and how it may impact you. Need a booklet? Ask an HFCU team member for one or download the digital version by visiting heritagefcu.com/system-upgrade.



Pre-Register for Online & Mobile Banking (Early April - 4/30/24)

You will receive an email with instructions on how to pre-register for our new online/mobile banking platform in early April prior to the System Upgrade Weekend. **Part of the pre-registration process involves clicking a secure link and creating an online/mobile banking password for the new platform.** Please check your email inbox in the beginning of April for an email from HFCU with a link and all of the details! Please note that if you do not currently have online/mobile banking, no action is needed. However, we certainly encourage you to enroll in online/mobile banking following our System Upgrade!



Plan Ahead for Cash Needs Over the Weekend (Before 5/3/24)

If you might need extra cash on hand during the Upgrade Weekend, please be sure to plan for your cash needs by visiting your local branch or ATM **before 1:00 pm on Friday, May 3, 2024**. While you will be able to utilize our HFCU branch ATMs and debit cards to make purchases and withdrawals during Upgrade Weekend, **you will not have access to check your transactions** in online/mobile banking, over the phone or in a branch location **until 1:00 pm Tuesday, May 7, 2024**.



Schedule Bill Payments Accordingly (Before 4/26/24)

Schedule online bill payments to be made before Friday, April 26, 2024. Bill Pay access will be temporarily removed from **Friday, April 26, 2024 through Tuesday, May 7, 2024**. Adjust any payments that you may have scheduled during the temporarily removed dates (4/26/24 - 5/7/24) to be delivered no later than **Thursday, May 2, 2024** to ensure the payment goes through ahead of Upgrade Weekend.



Save or Print E-Statement History (Before 5/2/24)

If you need to retain past E-Statements for personal needs or tax purposes, please log in to your online/mobile banking account to view, download and save your E-statements to your personal device before **Thursday, May 2, 2024**. The new online/mobile banking platform will not retain any E-Statements released prior to **Friday, May 3, 2024**. **In the event you do not download and save your E-statements, you can still get them from us, but we ask that you look at our fee schedule for the cost associated with this. However, to save yourself this cost, we HIGHLY recommend downloading and saving them in a safe place.**



Download the NEW HFCU Mobile App (5/6/24)

Delete the current HFCU Mobile app from your smartphone, then download the new HFCU mobile app in the Apple® App Store or Google Play™ Store after the System Upgrade is completed on **Monday, May 6, 2024**. **The current HFCU mobile app will no longer work starting Friday, May 3, 2024, at 1:00 pm.**



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Financial Credit Union

Federally Insured By NCUA | Equal Housing Opportunity

Scan this QR code
to view more
information on our
system upgrade.



heritagefcu.com/system-upgrade