

# Service Availability - Upgrade Weekend

Friday, May 3, 2024 - Monday, May 6, 2024

	Friday, May 3, 2024	Saturday & Sunday May 4-5, 2024	Monday, May 6, 2024
<b>Branches &amp; Drive-Ups</b>	Open 8:30 am - 1:00 pm Closing Early at 1:00 pm	Closed	Open for Regular Business Hours of 8:30 am - 5:00 pm
<b>Main Phone Line &amp; HOPE</b>	Available 8:30 am - 1:00 pm Unavailable beginning at 1:00 pm	Unavailable	Available
<b>Online Bill Pay</b> <i>(See page 8 for more details)</i>	Unavailable as of <b>April 26, 2024</b>	Unavailable	<i>Will Be Available on <b>May 8, 2024</b></i>
<b>Online and Mobile Banking</b> <i>(See page 10 for more details)</i>	Available 8:30 am - 1:00 pm Unavailable beginning at 1:00 pm <i>(See page 10 for more details)</i>	Unavailable	Available
<b>Debit Cards*</b> <i>(See page 7 for more details)</i>	Your Checking Account Available Balance as of 1:00 pm on 5/3/24 will be available to you through the Upgrade Weekend.	Your Checking Account Available Balance as of 1:00 pm on 5/3/24 will be available to you through the Upgrade Weekend.	Available
<b>HFCU Branch ATMs</b> <i>(See page 11 for more details)</i>	Available until 1:00pm After 1:00 pm available for cash withdrawals	Available for cash withdrawals	Available for cash withdrawals
<b>Credit Cards</b>	No Impact	No Impact	No Impact
<b>Zelle® Through HFCU Mobile App</b> <i>(See page 11 for more details)</i>	Unavailable	Unavailable	Available after re-enrolling in the Mobile App on <b>May 8, 2024</b>
<b>P2P Services** (Venmo, Cash App, etc.)</b>	Available <i>Some limitations may apply**</i>	Available <i>Some limitations may apply**</i>	Available <i>Some limitations may apply**</i>
<b>Online Loan Applications</b>	Available	Available	Available

## Note on Service Availability

While we plan to execute the System Upgrade according to the schedule outlined above, we recognize that adjustments may be necessary. We encourage all members to actively check our website leading up to and during Upgrade Weekend for the latest information on dates and times.

**\*Debit Cards** - When using your HFCU debit card during the Upgrade Weekend, the available balance in your checking account as of **1:00 pm on Friday, May 3, 2024**, is the amount of money available to you for the weekend. Standard Debit Card limits for your account will still apply.

**\*\* P2P (Person to Person) Transactions** - If you use your HFCU account(s) or debit card to fund your P2P apps, aside from Zelle®, like Venmo, Cash App, etc, you may experience limitations during and after the Upgrade Weekend. If you do run into an issue, we ask that you check your accounts with the respective providers to update debit card information or account numbers.



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



[heritagefcu.com/system-upgrade](https://heritagefcu.com/system-upgrade)