

# System Upgrade

September 29 – October 2, 2017

**Please read:**  
Important  
information  
inside



**Oregon State**  
Credit Union



## Dear Member:

Oregon State Credit Union will be conducting a System Upgrade that will temporarily limit some credit union services beginning at 8 p.m. on Friday, September 29, through October 2, 2017.

This brochure outlines what you can expect during the upgrade weekend. There will be no significant impacts to your membership or your accounts other than the three-day weekend period when the System Upgrade takes place.

We have designed this brochure so that you may detach the "Account access availability schedule" portion to keep as a reference leading up to and during the System Upgrade. You can also find information about the upgrade on our website by visiting [oregonstatecu.com/system-upgrade](http://oregonstatecu.com/system-upgrade).

We apologize for any inconvenience this may cause you. We also appreciate your understanding and patience while we upgrade our system to better serve you, our member.

Thank you.

Sincerely,

*Rhonda Heile Brown*

Rhonda Heile-Brown  
EVP/Chief Operating Officer

### What will not change after the System Upgrade:

- Oregon State Credit Union Visa® debit and credit card numbers and Personal Identification Numbers (PINs)
- Oregon State Credit Union ATM cards
- Checks – Use your existing checks
- Online and mobile banking usernames and passwords
- Bill Pay payees and payments
- Online banking alerts
- Oregon State Credit Union website
- Oregon State Credit Union routing number

### What will change after the System Upgrade:

- **Account suffixes** – Your member and account numbers will not change, but all of your account suffixes will change slightly. **You don't have to do anything.** Example: If an account number and suffix is currently 123456-00, it will show up as 123456-0000. Likewise, 123456-90 will be 123456-0090.
- **Phone Access Teller (PAT)** – When you call PAT to easily access your account, the transaction code menu options will change slightly.

Account type	Current suffix	Suffix after upgrade
Savings accounts	-00	-0000
Checking accounts	-90	-0090
Loans	-XX	-00XX



# FAQs: Oregon State Credit Union System Upgrade

## Frequently asked questions

### 1 Will I be able to access my accounts during the upgrade weekend?

You will be able to access your funds in a variety of ways, however you will have limited access to your accounts during the upgrade weekend. During the upgrade weekend, you will be able to access ATMs at our branches and other locations. You will also be able to use Oregon State Credit Union checks, ATM cards, and Visa debit and credit cards. Branches will have regular business hours on Friday, September 29. Please note: All branches will be closed on Saturday, September 30; Sunday, October 1; and Monday, October 2. Online banking services will not be available beginning at 8 p.m. on Friday, September 29, through October 2, 2017. The upgrade is scheduled to be completed on Tuesday, October 3. For more details, please take a look at the account access availability schedule located on the back of this brochure.

### 2 Will my information be safe, and why are you conducting this upgrade?

All of your information is secure with Oregon State Credit Union and will remain safe throughout this System Upgrade and beyond. This upgrade will improve the long-term capabilities of the credit union. The time is right to ensure we maintain our service standard for the benefit of existing and future members. The entire credit union team is working to ensure that it is a seamless transition for you, our member.

### 3 Will the upgrade weekend affect my direct deposits or automatic withdrawals?

Direct deposits and automatic withdrawals will post as usual on Friday, September 29. But on Monday, October 2, direct deposits and automatic withdrawals could experience a slight delay.

### 4 Will I be able to use Shared Branching services at other credit unions?

Shared Branching services at other credit unions will not be available during the System Upgrade. Shared Branching services will be available once the upgrade has been completed on Tuesday, October 3.

### 5 Will I be able to use ATMs?

Yes. You will be able to access ATMs at our branches and other locations.

### 6 Will I be able to use my Oregon State Credit Union ATM cards and Visa debit and credit cards during the upgrade weekend?

Yes. You will be able to use your ATM cards and Visa debit and credit cards.

### 7 What if I have additional questions?

Call us at 800-732-0173, visit any branch or email us at [memberservices@oregonstatecu.com](mailto:memberservices@oregonstatecu.com).



# Account access availability schedule

Oregon State Credit Union System Upgrade weekend: September 29 – October 2, 2017

	Friday, September 29	Saturday, September 30	Sunday, October 1	Monday, October 2	Tuesday, October 3
All branches	Normal business hours	Closed	Closed	Closed	Open
Call center	Available	Not available	Not available	Not available	Available
Online banking	Available until 8 p.m.	Not available	Not available	Not available	Available
Mobile banking/Mobile check deposit (Sprig)	Available until 8 p.m.	Not available	Not available	Not available	Available
Online Bill Pay	Available until 8 p.m.	Not available	Not available	Not available	Available
Loan applications	Available until 8 p.m.	Not available	Not available	Not available	Available
ATMs	Available	Available	Available	Available	Available
Debit card purchases	Available	Available	Available	Available	Available
Credit card purchases	Available	Available	Available	Available	Available
Checks	Available	Available	Available	Available	Available
Shared Branching services at other credit unions	Normal business hours	Not available	Not available	Not available	Available
Phone Access Teller (PAT)	Available until 8 p.m.	Not available	Not available	Not available	Available



## How can I access funds during the System Upgrade weekend?

- Oregon State Credit Union Visa credit cards
- Oregon State Credit Union Visa debit cards
- ATMs – You will be able to use Oregon State Credit Union ATMs and other ATMs to withdraw cash.
- Checks



For more details, visit [oregonstatecu.com/system-upgrade](http://oregonstatecu.com/system-upgrade)

