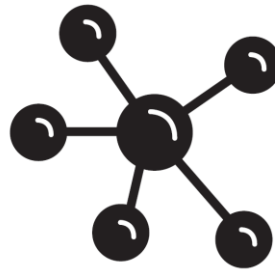


NIHFCU System Upgrade  
Coming Soon  
September 9-12



## Important Update: How to Prepare!

As announced in July, we will soon perform a system upgrade that will result in a vastly improved member experience, enhanced security features, and new opportunities for us to introduce more of the products and services you deserve in the future.

**This upgrade will occur on:  
Friday, September 9 - Monday, September 12**

Please visit [nihfcu.org/update](http://nihfcu.org/update) often for FAQ's and important details on what this might mean for you and your banking needs during this period.

In the meantime, here are some details you can use.

### Will there be service interruptions during the upgrade period?

**Yes, there will be service disruptions as follows.** The anticipated times are below. *(All times are eastern).*

Service	Service disruption begins Friday September 9 at:	Service restored Monday, September 12 at:
NIHFCU Branches	2:00pm	9:00am
NIHFCU ATMs	2:00pm	9:00am
Electronic Bill Pay	8:00am	10:00am
All other NIHFCU online banking and Mobile app services	2:00pm	9:00am
Telephone Banking	5:00pm	9:00am
Call Center*	2:00pm	9:00am

\*The call center will be open for general upgrade-related questions. Account / transaction-specific support will not be available.

Visit [nihfcu.org/upgrade](http://nihfcu.org/upgrade) for subsequent changes to this schedule.

**Please see reverse for additional details**



## Is there anything I need to do to prepare for this upgrade?

There is little to do to prepare for this upgrade. However, we recommend the following:

- **Review, and if needed, update your contact information** (address, phone, email). Updates can be made in online banking or by visiting an NIHFCU Branch.
  - Doing so will help ensure future notices or updates get to you successfully. And, in general, it is always a great exercise to ensure your member records remain up-to-date with us.
- **Take note of the upgrade dates** and any temporary service disruptions that may impact you.
- **Review and, if necessary, reschedule online bill payments and transfers in advance of the upgrade.**
  - To alleviate concerns with bill payments and transfers scheduled during the upgrade period, we recommend you consider re-scheduling such transactions to occur in advance.

## Is my member number staying the same?

Your current 6 digit member number will remain the same as it is today.

## What else is staying the same?

Most of your everyday membership details are staying exactly as they are now, requiring no action on your part. This includes:

- Your NIHFCU loan and account numbers
- Your NIHFCU credit card and debit card numbers and PINs
- Your NIHFCU checking account numbers and PINs
- Your NIHFCU checks
- Your NIHFCU online banking and mobile app user name and password
- Your NIHFCU direct deposit, scheduled transfers, alerts and recurring bill payment set ups

For additional FAQs and details concerning this upgrade, please visit [www.nihfcu.org](http://www.nihfcu.org), stop by any branch or call 1-800-877-6440.

**Thank you for your understanding and patience as we upgrade to serve you better.**

