

Dear Charles,

We are less than 30 days away from our system-wide upgrade.

If you have not yet reviewed the service disruption details that will occur from **Fri., September 9 – Mon., September 12**, please do so now to understand what this might mean to you.

[Read More](#)

Visit our [website](#) with FAQs and details to help you plan for your banking needs from **September 9 – 12**. In the meantime, here are some details to know.

Will there be service interruptions?

Yes, there will be disruptions. The anticipated times are: (all times are eastern).

NIHFCU Branches and ATMs:

- Sep. 9, 2pm - Sep. 12, 9am

Electronic Bill Pay:

- Sep. 9, 8am - Sep. 12, 10am

All Other Online Banking & Mobile App Services:

- Sep. 9, 2pm - Sep. 12, 9am

Telephone Banking:

- Sep. 9, 5pm - Sep. 12, 9am

Call Center:

- Sep. 9, 2pm - Sep. 12, 9am

* The call center will be open for general questions. **Account / transaction-specific support will not be available.** Reach us at 1-800-877-6440.

Can I use my NIHFCU CREDIT card during the upgrade?

- Yes, it can be used as normal for your credit purchase and cash advance needs.

Can I use my NIHFCU DEBIT card during the upgrade?

- Yes, it can be used for purchases. However, transaction volume limits may apply.
- As noted above, our NIHFCU ATMs will be unavailable, so plan ahead for your cash needs.

Will my direct deposit be credited to my account during the upgrade?

- Direct deposits (DD) received by us on Sep 9 will be posted. All other DDs will be credited after the upgrade.

Is there anything else I need to do to prepare?

- Note the interruptions above. Consider rescheduling bill payments or transfers planned for these dates. Plan your cash needs ahead of time.

Is my member number changing?

- No, it will remain the same, as will virtually all of your other member details.

I have questions. How can I learn more?

- Visit our [website](#) for FAQs and more details. Call us at 1-800-877-6440 or [chat](#) online.
- As a reminder, the call center will be open during the upgrade for general inquiries only. **Account and transaction-specific support will not be available.**

[Read More](#)

I recognize that this upgrade may create a temporary inconvenience, and I apologize for such instances. Please rest assured we've done everything possible to minimize disruption, and that your money is safe. Once complete, this upgrade will provide a vastly improved member experience, enhanced account security, and more value for your future banking needs.

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



Rick Wieczorek
NIHFCU President & CEO
