



Computer Conversion Q & A

February 28 through March 2, 2020

General Questions

Q1: What system are you upgrading?

A1: We are upgrading our data process system. The data processor is the computer system we use to maintain members' accounts and to process transactions. While upgrades and enhancements were completed regularly, we have been using the same processing system for over 20 years.

Q2: Why did NWPCU upgrade its system?

A2: While our existing processing system is fine and has been good to us over the last 20 years, we will now have the ability to become more efficient and offer our members enhanced services by working with the new system.

Q3: When will the conversion happen?

A3: The conversion will take place over the weekend of February 28, 2020. It will start at the closing of business on Friday and go through Monday. **All NWPCU locations will open at 10:00 am on Monday, March 2, 2020.**

Q4: Will I be able to access Online Banking or Quick Teller during the conversion?

Q4: No. **You will not be able to access Online Banking or Quick Teller during the conversion.** Services will resume on Monday, March 2, 2020.

Q5: Will I still be able to use my Debit /Credit Card and access ATMs?

A5: Yes. However, your Debit Card and ATM access will be limited. **We recommend that you withdraw the funds you may need during the weekend (February 28-March 2) before closing on Friday, February 28, 2020.** Your VISA Credit Card will be available during the conversion.

Q6: Do I need to order a new VISA Debit/ATM or Credit card?

A6: No. You do not need to order a new card(s).



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Account Number Questions.

[Q7: Will my account number change?](#)

A7: No. Your account number will not change.

Direct Deposits, Automatic Payments, and Transfers Questions

[Q8: Will my Automatic Payments/Direct Deposit continue to work?](#)

A8: Yes. All automatic payments and direct deposit will continue to post as scheduled.

[Q9: Will my automatic transfers between my NWPCU accounts continue to post after the system upgrade?](#)

A9: Yes. Automatic transfers between your respective accounts (ex: from your checking to your savings) will continue to post as scheduled.

Dividend Questions

[Q10: Will dividends be affected by the system upgrade?](#)

A10: No. On February 29, 2020, dividends will post to your qualifying accounts for the month.

Online Banking Questions

[Q11: Will the system upgrade affect how I log into online banking?](#)

A11: Yes. If you are currently using your account number as your login, you will need to change it. With enhanced online banking, you cannot use your account number for security purposes. Please change your current login on Online Banking before February 27, 2020. You will find this feature when you click the padlock at the top right on the home page of Online Banking.

[Q12: Will the system upgrade affect the way I can see all of my account relationships \(joint ownership or co-maker\) with NWPCU?](#)

A12: No. You will have access to all of the accounts that you currently have.



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Q13: Will I still be able to make transfers to and from all of my account relationships (joint ownerships)?

A13: Yes. This feature will not change.

Q14: Will the system upgrade provide any new functionality to Online Banking?

A14: Yes. Online Banking will be enhanced, but your account information will remain the same. Online Banking will have a new look, which is very user-friendly.

Q15: Will my account history be available online after the system upgrade?

A15: No. Prior history stored online within online banking will not transfer. You can refer to your statements or call the credit union for assistance.

Q16: Will my past statement copies (account and credit card) be available online after the system upgrade?

A16: Yes. Past e-Statements within online banking will be available after the conversion.

Q17: Will there be any changes to Bill Pay?

A17: No. However, Bill Pay will be unavailable during the conversion.

Statement Questions

Q18: How will the system upgrade affect account statements or e-Statements?

A18: All statements will remain the same.

Q19: Do I need to re-enroll in online e-Statements?

A19: No. If you are currently enrolled to receive e-Statements, you will receive them the same way you always have.