



Technology Upgrade: Member Information Sheet

We are upgrading! This will affect the availability of online banking services during the weekend of April 28, 2023 – April 30, 2023. This notice is also posted on generationscreditunion.com.

What is this all about? We are excited to announce that Generations is entering the final phase of our multi-tier technology enhancement. Over the past several months, we have been working diligently to improve our core technology and provide you with the best possible experience when using our services.

As part of this final phase, you must re-enroll in online banking on May 1st, 2023. For re-enrollment, you will need to have your account number, social security number, and date of birth. If you do not know your account number, please contact us. Watch your email for important information and instructions.

In addition to re-enrollment, you will be receiving new debit cards with new debit card numbers. Details regarding your new debit card arrivals will be sent to your email, our website, and our social media. We are confident that this upgrade will provide you with a more convenient experience.

Important Highlights:

- Online banking services will be offline and unavailable beginning at 4 PM PST on April 28th, 2023. Services will resume on May 1st, 2023
- Audio Banking will be offline and unavailable beginning at 5 PM PST on April 28th, 2023. Your new audio banking service, JOY, will be available on May 1st, 2023.
- You must re-enroll in online banking starting May 1st, 2023. To re-enroll, you will need to know your account number, social security number, and date of birth. You may re-enroll with the same username and password.
- You are receiving a NEW debit card with a NEW debit card number. Details regarding your new debit card arrivals will be sent to your email, our website, and our social media.
- Make a note of any vendors with automatic payments, or Bill Pay items associated with your old debit card. These will need to be updated after you receive and activate your new card.
- We anticipate higher-than-normal call volumes during the week of May 1, 2023. If you need assistance, we recommend visiting GenerationsCreditUnion.com and clicking the "Let's Talk!" icon.



Let's talk!

What is NOT CHANGING After the System Upgrade?

- Our Routing number will remain the same: 325180935
 - Pre-authorized payments and direct deposits will remain in place.
 - Bill Pay information will be transferred automatically and will not need to be re-entered.
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We are upgrading! This will affect the availability of online banking services during the weekend of April 28, 2023-April 30, 2023.

Our credit union will be CLOSED beginning at 6 pm on Friday, April 28, 2023, through 9 am Monday, May 1, 2023 as we finalize the conversion process.

| | Friday April 28, 2023 | Saturday April 29, 2023 | Sunday April 30, 2023 | Monday May 1, 2023 |
|--------------------------------|----------------------------------|------------------------------------|----------------------------------|---|
| Branch & Drive Thru | Open as Normal | Closed | Closed | Open as Normal |
| Audio Banking | Offline at 5PM PST | Offline | Offline | Joy (253) 338-5646 |
| Online Banking | Offline at 4PM PST | Offline | Offline | Online after 2 PM PST (Must Re-enroll) |
| Mobile Banking | Offline at 4PM PST | Offline | Offline | Online after 2 PM PST (Must Re-enroll) |
| Online Bill Pay | Offline at 4PM PST | Offline | Offline | Available after 2 PM PST |
| ATM Networks | Limited Impact | Limited Impact | Limited Impact | No impact. Use as Normal. |
| Debit Card | Limited Impact | Limited Impact | Limited Impact | Normal useage after 2 PM PST |
| Credit Card | No impact. Use as Normal | No impact. Use as Normal | No impact. Use as Normal | No impact. Use as Normal. |
| Loan Applications | Not available | Not available | Not available | Available Soon! |