



March 2023 System Conversion FAQ Sheet

Q: Why is the credit union upgrading their core system?

A: This system upgrade promises improved security, enhanced services, and greater banking convenience. It will provide a stronger, more reliable, and more efficient system immediately in March 2023 and will give us the ability to improve in the future! We have also added a real time Audio Line, allowing you to check your accounts and make transfers over the phone 24/7! Finally, we are building a better Mobile Deposit experience for you in our Mobile Banking app!

One more thing, later in 2023, GRSCU will bring the credit union membership cutting edge payment options like Zelle, so that you can pay businesses, friends and many others while protecting your card and account information!

Q: When will the credit union be closed?

A: CLOSED Wednesday, March 1st and opening late on Thursday, March 2nd (tentatively at 12pm) opening late at 12PM on Thursday, March 2nd after a system verification. Follow us on Facebook and check www.grscu.org for live updates.

Q: Is the credit union merging with someone else?

A: No, this upgrade is not due to or in preparation for a merger. We are improving our systems to provide our membership more options, access to CU services and security.

Q: When will the changes take place?

A: The new system will be in place effective Wednesday, March 1st. We are closed for business, but staff will be working to test and validate the new system. GRSCU will tentatively open at 12PM the following day, Thursday, March 2nd, pending validation. Follow us on Facebook and check www.grscu.org for live updates.

Q: Will I be able to access my money and/or accounts during the March 1st and March 2nd?

A: Yes, you can access your funds by using your debit cards for purchases or at an ATM. ATM Limits on March 1st will be \$410 for the day and for Purchases the limit will be \$510 for the day. Balances and Balance Inquiry Transactions will not be available during this time.

Q: Are my accounts and personal information protected during this conversion?

A: YES! Your accounts and personal information are and will remain secure. We place the safety and security of your information as top priority here at GRSCU and will keep that commitment to you and all of our other members during and after our conversion, as the new system uses the latest advances in data protection. Reminder, all deposit accounts with balances exceeding the \$250,000 NCUA limit are insured by the Massachusetts Credit Union Share Insurance Corporation in their entirety as set by Massachusetts Law. For peace of mind, we encourage you to review statements before, during and after conversion to ensure accounts are as they should be and contact us immediately with any concerns or questions. Member privacy and security are our priority during the transition, and the new system will provide even more safeguards to protect sensitive information.

Q: Will account numbers change?

A: No, your member number will remain the same; however, there will be some changes for some of our members. Some examples of suffix's that are going to be changed with this conversion are escrow savings accounts, business accounts and IRA shares.

Q: Will my direct deposit, ach payments or payroll deductions be affected during conversion?

A: Credits and Debits will process as usual on February 28th. To help minimize the inconvenience of being closed on March 1st, we plan to credit payroll and deposit transactions that were dated for March 1st early. More information will be provided closer to February 28th. Please check www.grscu.org and follow us on Facebook for live updates!

Q: Will I need to order new checks?

A: No, the check information will remain the same.

Q: What about my DEBIT CARD?

A: All debit and their PINs will remain the same. Do keep in mind, debit cards move to offline processing at 4PM on February 28th until the new system goes live on March 2nd. During this time, all cards will have a stand in ATM withdrawal limit of \$410 and purchase limit of \$510 daily until we are back online on March 2nd. New transactions will be delayed in posting to your account. Balances and Balance Inquiry Transactions will not be available March 1st and March 2nd until the afternoon.

Q. What about my CREDIT CARD?

A. All credit card holders were mailed letters on 1/18/2023 to explain what to expect in detail concerning the **replacement of their credit card**. Please contact us at 413-782-3161 or via email at info@grscu.org if you have not received the letter by 1/31/2023 so we can provide the important information to you.

Q: Will e-statements be transferred to the new system?

A: NO, E-statements will not transfer. To ensure access to your existing E-Statements for your records, **YOU MUST LOG IN AND DOWNLOAD THEM PRIOR TO 2/28**. All members will receive a PAPER STATEMENT for the month of February 2023. More information on eStatements to follow!

Q: Will Online Banking User IDs and passwords change?

A: Yes, there will be changes to the login ID and you will have an initial password to enter. On March 2nd, when you log into home banking or our mobile app you will see a message with details explaining how to login for the first time.

Q: Will Bill Pay be affected by the conversion?

A: Active Bill Payees and recurring payments will transfer to the new Bill Pay platform. However, please make sure you print out a copy for your own records.

Q: What should be expected prior to the conversion?

A: Online Banking & Bill Pay, Mobile Banking will be disabled at 4PM on February 28th until 12PM on March 2nd. Cards may be used throughout the transition within the stand in limits referenced earlier in the FAQ. Please remember to balance your account prior to conversion and keep a register to avoid overdrafts. It is recommended to withdraw cash on or before February 28th or plan to have access to alternate forms of payment such as major credit cards and checks while we are converting to the new system.