

JULY 2017

# THE FREEDOM FLYER



- Building a Better Experience
- Lower Your Auto Loan Payment
- Holiday Closings

A friendly little publication from your friends at Freedom 1st Credit Union.

## BUILDING A BETTER MEMBER

# Experience

Delivering value is always a top priority when the very people you serve *are the owners*. In an effort to make your banking experience at Freedom 1st even better, we'll be making several upcoming system changes this month to enhance your member experience.

Our transition to a new core processor will result in our branches being closed on **Saturday, July 15** as we convert to the new system. **Please mark your calendars and plan to conduct all banking business by Friday afternoon, July 14.** We will be open during standard business hours on **Monday, July 17** ready to serve you with enhanced platforms!

Remember, if you have any questions or concerns during this process, we're here to help! Contact your local branch during normal hours of operation for additional information and guidance through this transition. **Please be patient with our staff as they are learning a new system after 20+ years with the credit union's current core processor. We are excited for the upgrades this new system provides our membership!**

### CREDIT UNION WILL BE CLOSED ON SATURDAY, JULY 15

to convert to the new system. Plan ahead and be sure to conduct all banking business by Friday afternoon, July 14.

### ONLINE & MOBILE BANKING DOWNTIMES

Please note that online banking, mobile banking, and bill pay will be unavailable to members on **Saturday, July 15** and **Sunday, July 16.**

Enhanced versions of these systems will be available to members on **Monday, July 17.**

# EXCITING *NEW* CHANGES

*Freedom 1<sup>st</sup>*  
credit union



## CHANGES TO ONLINE BANKING

We're excited to enhance our online banking experience with a brand new platform designed to make banking with Freedom 1st even more convenient! Don't forget – **online banking will be unavailable from Saturday, July 15 – Sunday, July 16.**



## CHANGES TO MOBILE BANKING

Effective Monday, July 17, you will need to update to the newest version of the Freedom 1st mobile banking app through the App Store / Google Play in order to access your account via mobile device. As a reminder, mobile banking will be unavailable on **Saturday, July 15 and Sunday, July 16**, so please plan accordingly!



## CHANGES TO BILL PAY

While online Bill Pay payees will transfer over, your bill pay history will not. If you wish to keep a copy of your history, please **save all information prior to July 17, 2017.** This is also the same date that our previous Bill Pay provider will stop making payments and our new one will begin. **Bill pay will be inaccessible Saturday, July 15 and Sunday, July 16.**



## CHANGES TO TELEPHONE BANKING

Members will have access to Teleconnect on Monday, July 17 at 8:30 a.m. at 800-501-2667. In order to access it, enter the last 4 numbers of your Social Security number and then create a 4-digit PIN to use for subsequent inquiries.



## CHANGES TO YOUR ACCOUNT NUMBER

Please note that your account number will undergo a slight change during this transition. All member account numbers will remain the same with the exception of the dash that's included in the account number for sub accounts (Ex: 12345-00 for savings). Going forward, the account numbers will not have the dash. (Ex: new savings would be 1234500). **This change will take place on Monday, July 17.**



## CHANGES TO DIRECT DEPOSIT

Direct deposits / payrolls will post on the scheduled date of payment. For example, if you are scheduled to be paid on Friday, the payroll will post on Friday morning before 9:00 a.m.



## CHANGES TO HOME EQUITY LOANS

Members with home equity loans will now receive a monthly bill in the mail with information regarding their loan.

### LOGGING INTO THE NEW SYSTEM:

- Log into the new Online Banking system using your current Login ID.
- Your password will be the last 4 digits of your Social Security Number and your 5-digit zip code. (Ex: 123445404). For Business users your password will be the last 4 digits of your EIN and your business 5 digit zip code.
- Once you are logged in, you will be prompted to change your password.

## LOWER YOUR AUTO LOAN PAYMENT AND FUEL YOUR

*Roadtrip*

Want to take on the open road with the vehicle of your dreams? Don't let high payments hold you back! We're all about making sure you can get in your ride affordably. Freedom 1st auto loan rates are significantly lower than area competitors; in fact, you can compare for yourself at [freedomroadtrip.com](http://freedomroadtrip.com).

In addition to packing up a rate as low as 2.34% APR,\* finance your new or used car at Freedom 1st and we'll help you fuel up for your next road trip by entering you to win one of three \$100 gas cards.

**Learn more and apply at [freedomfirstroadtrip.com](http://freedomfirstroadtrip.com), or contact your local branch today!**

\* APR = Annual Percentage Rate. Actual rate and repayment terms you receive are based on your individual credit score and history and may be higher than 2.34% APR. \$50 application fee required. To win: NO PURCHASE NECESSARY. Automatic entry with loan closing. You may send a 3 x 5" card with name, address, and phone number addressed to Roadtrip Give-away, 1645 Webster Street, Dayton, OH 45404. Winner will be drawn on or before August 15, 2017 and will be notified by phone using the number listed on the account. Rate comparison based on rates listed on Bankrate.com on April 1, 2017. Membership eligibility is required. This credit union is federally insured by the National Credit Union Administration.

## UPCOMING HOLIDAY CLOSINGS

Please note that all branches of Freedom 1st Federal Credit Union will be closed on the following federal holidays:

**Tuesday, July 4 – Independence Day**  
**Monday, September 4 – Labor Day**

Additionally, the credit union will be closed on Saturday, July 15 as we convert to our new core processing system.

We hope you have a wonderful and safe July 4 and Labor Day, and look forward to serving you in our branches on the business day immediately following a closure.



**FREEDOM1STCU.COM**

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