

## Important Timelines: Friday, February 21 to Monday, February 24\*

NLCU Credit Union is excited to share that we will be upgrading our online, mobile, and in-branch banking systems. We want to make sure this transition is as seamless as possible for you; however, there will be a temporary service interruption that will impact your access to your online, mobile, and telephone banking services.

Please review the upgrade schedule below, including anticipated member impacts and support resources.

| DATE   | SERVICE                                | IMPACT   |
|--|--|--|
| <b>Thursday, February 20</b>   | <i>Interac</i> e-Transfer® Autodeposit | Autodeposit will be turned off and all <i>Interac</i> e-Transfers® will need to be manually accepted starting at 7:30 PM NST Thursday, February 20.  |
| <b>Friday, February 21</b>   | Online, Mobile and Telephone Banking   | <b>Online, Mobile (including <i>Interac</i> e-Transfer®) and Telephone banking will be temporarily unavailable starting at 5:30 PM NST Friday, February 21.</b>  |
|  | Debit Cards (Point of Sale & ATM)      | There will be no impact to debit card services, you may continue transacting with your debit card at merchants and automated teller machines (ATMs).   |
|  | Branches                               | All branches will be closing early at 1:00 PM NST on Friday.   |
| <b>Saturday, February 22 AND Sunday, February 23</b>   | Online, Mobile and Telephone Banking   | <b>Online, Mobile (including <i>Interac</i> e-Transfer®) and Telephone banking will be temporarily unavailable on Saturday, February 22 and Sunday, February 23.</b>   |
|  | Debit Cards (Point of Sale & ATM)      | There will be no impact to debit card services, you may continue transacting with your debit card at merchants and automated teller machines (ATMs).   |
|  | Branches                               | Branches will be closed as per our normal business hours.  |
| <b>Monday, February 24</b>   | Online and Mobile                      | Online and Mobile banking systems will be available on Monday, February 24.  |
|  | <i>Interac</i> e-Transfer®             | <b><i>Interac</i> e-Transfer® will be temporarily unavailable in Online and Mobile banking on Monday, February 24.</b>   |
|  | Telephone Banking                      | <b>Telephone banking access will be unavailable until you receive your new account number from online banking or by contacting your branch.<br/>If you experience any issues accessing telephone banking, please call your branch.</b> |
|  | Branches                               | Branches will be open regular hours.   |
|  | After Hours Support                    | After hours technical support will be available by calling 1-888-273-3488.   |
| <b>Tuesday, February 25</b>  | <i>Interac</i> e-Transfer®             | <i>Interac</i> e-Transfer® will be available on Tuesday, February 25.  |
| *In the event of a change to the system upgrades date, we will provide notification through various communication channels, such as email, online banking, and social media. |  |  |