

# YOUR GUIDE TO OUR TECHNOLOGY UPGRADE

What You Need To Know



# EVERYTHING YOU NEED TO KNOW ABOUT OUR SYSTEM UPGRADE



We're committed to providing members with the most beneficial and convenient banking services possible, which is why we're excited about our upcoming transactional system and Digital Banking upgrades. Enhancing our banking technology will allow us to operate more efficiently and adopt digital tools, products, and services that will ultimately make doing business with us easier and more rewarding.

We've created this booklet to provide you with an overview of some of the changes you'll be seeing and answer questions you may have. We invite you to read through the information in this booklet to familiarize yourself with some of the enhancements, but we highly encourage you to visit our microsite at [www.thepolicecu.org/upgrade](http://www.thepolicecu.org/upgrade) to find all the latest and detailed information.

## MAKE SURE YOU REMEMBER TO:

- ★ Verify your contact information in our current Online Banking system or give us a call
- ★ Check your email for important updates
- ★ Visit our microsite at [www.thepolicecu.org/upgrade](http://www.thepolicecu.org/upgrade)

# IMPORTANT INFORMATION

Our upgrade will take place after closing on July 2, 2021 until we reopen on July 6, 2021. During this time, a number of our services will be unavailable.

## Branches

**CLOSED** July 3 - 5, 2021  
**OPEN** July 6, 2021

## Contact Center

Limited access to member account information July 3 - 5, 2021. Full member access will resume starting July 6, 2021.

## Online & Mobile Banking

**UNAVAILABLE** from July 3 - 5, 2021. Make sure to check your balances, review your account activity and perform any necessary online transactions with plenty of time ahead of the upgrade.

## Service Availability

**The following will be UNAVAILABLE from July 3, 2021 until we reopen on July 6, 2021:**

- Branches
- Contact Center will have limited access to member information
- Online & Mobile Banking
- Automated Phone Banking

**The following will be AVAILABLE during the upgrade:**

- Debit Cards
- Credit Cards
- ATMs
- New applications for Online Membership, New Accounts, Consumer, HELOC and Mortgage loans

## Reminders

- ☑ Update your contact information.
- ☑ Check your inbox or mailbox for communication about the upgrade.
- ☑ Get cash. Your balance will not be updated by deposits during the upgrade, so having several payment options or extra cash is a good idea.

# YOUR ACCOUNTS

Here at The Police Credit Union, you're a member, not just a number. With our new system upgrade, all of your information will be under your name, so not only will you not need an account number when you call or come to a branch, all your accounts that are tied to your name will be accessible with a single lookup — making for a faster and easier banking experience.

Make sure to read through the information below to understand the changes to your accounts and some Frequently Asked Questions.

## Will my member and/or account number change?

Your current account number will remain the same but will now begin with 000. When you reference this number you can reference it without the zeros.

## Will MemberLink still be available?

When you call our 800 number you will still have the option to use our automated phone system, but it will no longer be referred to as MemberLink, the new name is Automated Phone Banking. **Please note that the first time you use our new system you will be prompted to enter your member number (without the 000 in front) and the last 6 digits of your social security number as your temporary PIN.** You will then be prompted to select a new PIN (4-6 digits).

After our system upgrade is complete, the phone menu may have changed, so please be sure to listen closely to the options provided.

## Will the The Police CU routing number change?

No it will stay the same. The current routing number is **321076496**.

## Is anything changing with my checks?

Your checks will remain the same.

## Will my Debit or Credit Card numbers change?

Your card numbers will remain the same.

## Will my automatic deposits and withdrawals still work?

Yes. All of your automatic deposits and withdrawals will post to your account as usual.

## Is anything else changing with my accounts?

We have modified how we identify our shares and loan product names by removing the account suffix (**loans will no longer be identified by a 'L' and shares will no longer be identified by a 'S'**).

# STATEMENTS



Our statements will continue to look the same. Enroll in E-statements to see them in Digital Banking.

You will notice we have modified how we identify our shares and loan product names by removing the account suffix (**loans will no longer be identified by a 'L' and shares will no longer be identified by a 'S'**).

## When will my first statement be affected by the upgrade?

Your June statement that you will receive in July will not have any changes. Your July statement will reflect the changes to the shares and loan product names and minor cosmetic formatting.

## Will my delivery time change?

No, you can expect your statements at their regular time. The only statement with a change in delivery timing is the HELOC statement which changed from the 10th of each month to the last day of the month. This change became effective on April 30, 2021.

## Will my statements or transaction history look different?

For the most part, your statements will continue to look similar to what you are seeing now, with some minor cosmetic changes. Your transactions will be notated differently, making it easier for you to understand your statement. The important information (i.e. Deposit, Withdrawals) will still be included.

## How do I access historical statements?

You can access up to 35 months of E-statements in Digital Banking. Once you are logged into our new Digital Banking system, you will have access to your E-statements. You can also request additional history by contacting us at **800.222.1391** or visiting your local branch. Please note there is a \$2 fee for each statement copy.

## How will my E-statements be affected?

E-statements will be delivered as usual and available to review, download and print in Digital Banking.

# DIGITAL BANKING (PREVIOUSLY CALLED ONLINE BANKING)

With our updated Digital Banking, we're giving you a new and improved experience through new technologies — making your life easier.

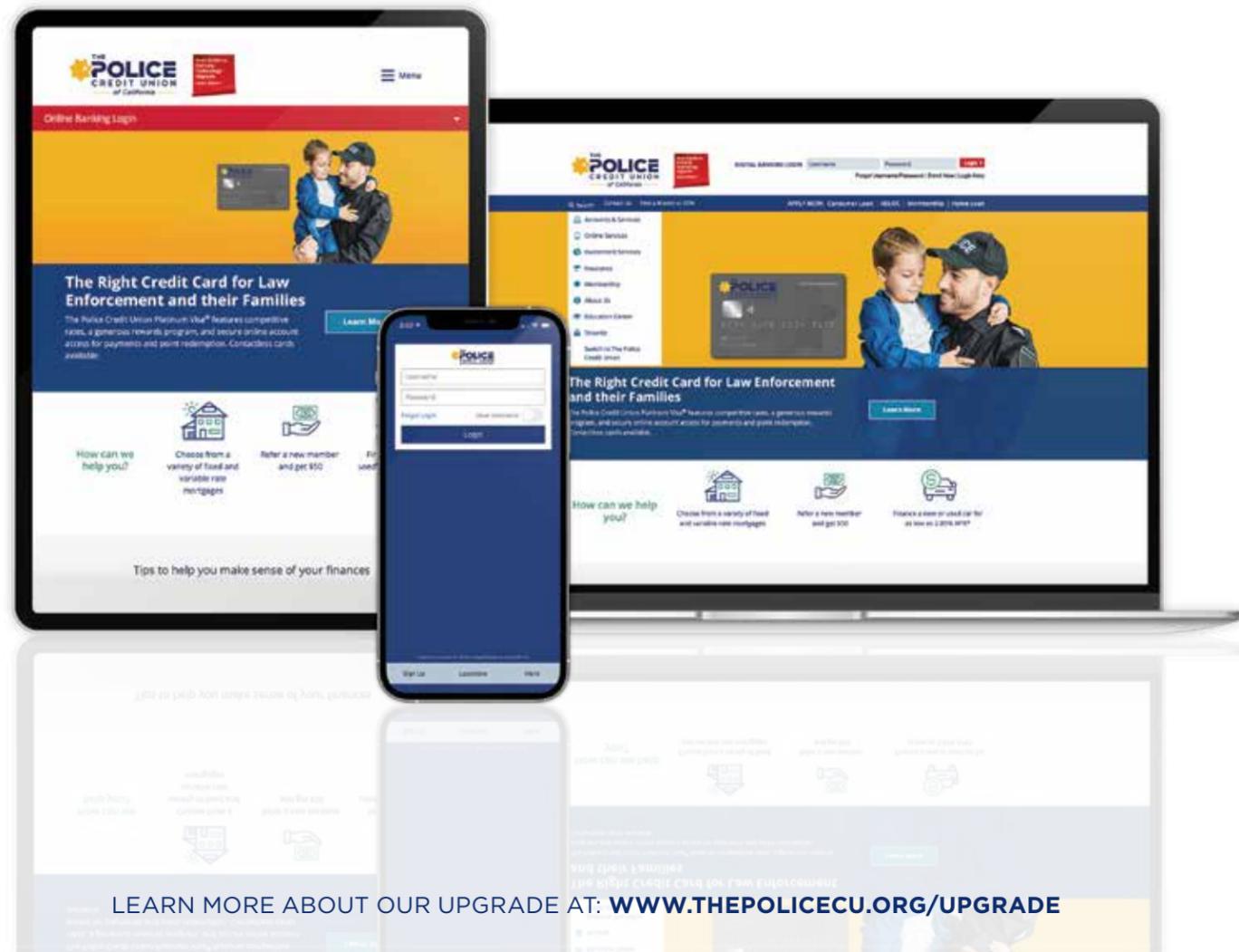
## Why is The Police Credit Union upgrading?

Technology is changing fast and we all rely on our digital services now more than ever. Our new Digital Banking is simple and convenient because we want to make your life easier.

## Do I need to re-enroll?

No you will not need to re-enroll — your account information will carry over to the new system. **The first time you log in on either your desktop or through the mobile app, you will need to enter your current username, and the password will be the last 6 digits of your Social Security Number.** Just follow the first-time log-in instructions and you will be on your way to using our new Digital Banking.

If you are a current mobile app user, you will need to download a new version of the app and follow the same instructions as above.



OLD TPCU  
APP ICON



NEW TPCU  
APP ICON

## How do I log in to the new system for the first time?

The first time you log in on either your desktop or through the mobile app, you will need to enter your current username, and the password will be the last 6 digits of your Social Security Number. Just follow the first-time log-in instructions and you will be on your way to using our new Digital Banking.

**If you currently have multiple Online Banking Login IDs you will need to re-enroll as you can only have one Login ID/username in the new system.**

If you are a current mobile app user, you will need to download a new version of the app and follow the same instructions as above.

## Will my Login ID/username be changing?

If your current Login ID is numeric only, you will be prompted to select a new username when you log in for the first time. Otherwise your username from the current system will remain the same.

On the new system, your Login ID will be referred to as your username.

## What if I forgot my Login ID/Username?

When you log into our new system for the first time, you'll need your Login ID/username and the last 6 digits of your Social Security Number. We recommend that you verify your login information on our current system.

If you have forgotten your current Login ID, please go to our website and click on the **Forgot Login ID** underneath our Online Banking login box.

## What If I am a new user?

You'll be able to enroll in our new system after it launches by clicking on the **'Enroll Now'** link and following the instructions on screen. To complete your registration, you will need your member number and Social Security Number.

## I am a current Bill Pay user. Will my payees be transferred over?

Yes, all of your existing payees will transfer over.

## Will I still be able to transfer money to other members?

Yes, within our new Digital Banking app you will still be able to transfer funds to other members. In our new Digital Banking, click on **Move Money > Make a Transfer** and you'll have the options to set-up one time or recurring transfers to your accounts or to other members of The Police Credit Union.

LEARN MORE ABOUT THE POLICE CREDIT UNION SYSTEM  
UPGRADE ONLINE AT [WWW.THEPOLICECU.ORG/UPGRADE](http://WWW.THEPOLICECU.ORG/UPGRADE)

## CONTACT US IF YOU HAVE FURTHER QUESTIONS:

Call 800.222.1391 or email at [Members\\_Info@thepolicecu.org](mailto:Members_Info@thepolicecu.org).

## OR VISIT A BRANCH:

### **IRVING STREET**

2550 Irving Street  
San Francisco, CA 94122

### **BRYANT STREET**

802 Bryant Street  
San Francisco, CA 94103

### **PLEASANTON**

6689 Owens Drive, Suite 125  
Pleasanton, CA 94588

### **SAN MATEO**

4060 South El Camino Real, Suite F  
San Mateo, CA 94403

### **OAKLAND**

559 5th St.  
Oakland, CA 94607

### **SAN BRUNO**

1250 Grundy Lane  
San Bruno, CA 94066



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