



Financial Front

SUMMER 2011

FORT FINANCIAL CREDIT UNION



PLEASE NOTE THE FOLLOWING:

The credit union will be **CLOSED** from 6PM on Friday, July 29 through Monday, August 1.

PLEASE PLAN AHEAD.

**Access to cash
will be available
at ATMs during
conversion.**

Use your FFCU Visa debit card or Visa credit card for purchases and activities during the weekend of July 29.

Please read the Frequently Asked Questions for more conversion information.

Friday, July 29, 2011 – 6 PM

COMPUTER SYSTEM CONVERSION

Frequently Asked Questions

WHY IS FFCU UPGRADING THEIR COMPUTER SYSTEM?

We are upgrading to an advanced data processing system which will make it possible to offer new services to the membership. We will be able to process member transactions faster than ever.

With this new system, FFCU will now be able to offer:

- E-Statements
- Receipts will change to an easier to read format and reduced paper usage.
- New and improved home banking system.
- Phone Answer Line (PAL) - we have added an additional 4 lines to help handle extra call volume and PAL will be available in Spanish as well .

WHEN IS THIS CONVERSION GOING TO HAPPEN?

Friday, July 29, 2011 at 6 PM through Monday, August 1, 2011

The credit union will be closed during the conversion process. Conversion will be done at month end to assure calculation of dividends and interest before member accounts are transferred to the new system. We apologize for any inconvenience this may cause.

WHEN WILL FFCU RE-OPEN?

Monday, August 1, 2011 – on new system

WHAT SERVICES WILL REMAIN OPERATIONAL THROUGHOUT THE CONVERSION?

- ATMs
- Visa and checking/debit accounts

Please plan ahead. The credit union will be closed on Friday, July 29 at 6 PM and will not re-open until Monday, August 1. Cash will be available via Visa check/debit cards and at ATMs during that time.

WHAT SERVICES WILL BE UNAVAILABLE DURING CONVERSION?

- **Phone Answer Line (PAL)** – PAL will be available until 6 PM on Friday, July 29 and will again be available on Monday, August 1, 2011.
- **CU@home and Bill Pay** – will be back up and running on Tuesday, August 2, 2011.
- **Credit Union Service Center (CUSC)/ Shared Branch Network** – During conversion, our Shared Branches will not be able to communicate with our system. This means tellers cannot view, verify, or post to your account balances. Service will resume on Monday, August 1, 2011.

25 YEAR

Anniversary Milestone

Tammy Hartman

V.P. of Sales & Service

Penny Haggard

Information Services Manager

Cindy Reeves

Assistant Branch Manager

Corinth, MS

FFCU is celebrating Tammy Hartman, Penny Haggard, and Cindy Reeves, on their achievement of 25 years of employment!

Access to over

4,000

**Credit Union
Service Centers
NATIONWIDE!**

Just look for the swirl!



Need to locate a branch
by telephone?

Call 1-800-919-CUSC (2872)

COMPUTER SYSTEM CONVERSION

Frequently Asked Questions - continued

WHAT CHANGES CAN I EXPECT?

For the most part, the changes will take place internally and will not directly affect you.

- CU@home & Online Bill Pay – You will need to redo PIN & security questions
- Suffix numbers are changing. You will only see this on your statements and receipts.

	Old Suffix #	New Account #
Checking	90	2
CIA	60 or 80	3
Special Savings	20-30	10
Vacation Club	50	11
Christmas Club	100	11

WHAT WILL REMAIN THE SAME?

- Membership Account Number (“suffix” numbers are now called “account” numbers on the new system)
- Checks – continue to use the same checks
- ATM/Debit Card
- Any electronic deposits to your account(s) will continue to be posted as usual.

SUGGESTIONS FOR MEMBERS:

- Test your Visa debit card at your nearest ATM to make sure that you know your PIN.
- Use your FFCU Visa card or Visa credit card for purchases and activities during the weekend of July 29.
- Plan ahead for the weekend of July 29. Be sure to have plenty of cash to avoid any inconvenience.

Welcome Aboard New Select Employee Groups

Fort Financial would like to welcome 2 new companies into our membership:



1. Do It Best – Churubusco, IN
2. Medtronics – Syracuse, IN

Do you know of a business/organization which may be eligible for all the great FFCU membership benefits you already enjoy? Contact **Brian Conroy**, Business Development Officer at 1-800-837-3262, ext. 5106 or 260-435-5106.

PLEASE NOTE:

Fort Financial Credit Union Credit Card Holders

FFCU is no longer affiliated with the credit card issuer, FIA Card Services, N.A.

Please be advised - the look of your credit card may soon be changing. However, the terms and conditions on your card will remain unchanged.

Fort Financial is in the process of developing a new credit card program for our members. More information will be forthcoming in the next several months.

Thank you for your patience, understanding and continued business with FFCU.

DATES AND NOTES



The credit union will be **CLOSED** on the following days:

July 4, 2011 in observance of Independence Day.

Friday, July 29 at 6 PM – Monday, August 1, 2011 for the FFCU computer system conversion.

Please see the Frequently Asked Questions section of this newsletter for more information.

September 5, 2011 in observance of Labor Day.

However, for your convenience, our Marion, IN Meijer & 3 Fort Wayne, IN Meijer in-store branches will be open from 11 AM – 5 PM on Monday, September 5, 2011.



RED HOT DEALS



Auto loan rates starting at

2.49% APR

NO PAYMENTS FOR 90 DAYS

For a limited time only. Offer subject to change without notice. Additional qualifications apply, including credit history review. Contact a loan officer today for details.