

# System Upgrade

We're IMPROVING for YOU!

Beginning Thursday, June 30, 2022, through Tuesday, July 5, 2022, we will launch an improved digital banking platform and complete system upgrade!

## System Upgrade Overview

All account history, transactions, and access should be reviewed and saved, if desired, prior to 5pm EST on Thursday, June 30, 2022. After 5pm EST on Thursday, June 30, 2022, our online banking and core system will be taken offline as we begin the upgrade. No account access, online/mobile transactions or bill pay will be available at this time. You may still use your credit/debit cards, however; lower daily limits will apply during our upgrade period. If you are currently enrolled in eStatements, you will not have to re-enroll (unless otherwise notified by the credit union), but you will not have access to past statements. We will be closed Friday, July 1, 2022, and reopen Tuesday, July 5, 2022 with normal business hours.

### New Audio Response:

Our audio response/tele-banking system will be upgraded, and a new telephone number will be available starting July 5, 2022. **The new number is 833-609-1669.** To access the new tele-banking system, you'll need your account number, the last four digits of your social security number, and your NEW account suffixes to access your account via audio response.

### New mobile app:

We're upgrading our mobile app too! We appreciate your patience during this time. The current app will be unavailable starting the evening of Thursday, June 30, 2022, at 5pm EST, and we anticipate the new Lesco mobile app to be available for download during the week of July 11, 2022.

## New Online Banking

You will need to re-enroll in this service at [www.lescofcu.com](http://www.lescofcu.com). If you have previously bookmarked the old login page, you will need to update your bookmark once the new system is live.

### Login ID:

Your first-time login username will be your Lesco Federal Credit Union account number excluding the suffixes. Once you have successfully logged in for the first time, you will be prompted to create a new username.

### Passwords:

You will be assigned a temporary password for your first-time login. The temporary password will be the last four digits of the primary account holder's Social Security Number plus their four-digit birth year. **For Example:** Member Mary's last four of her Social Security Number is 5555, and she was born in 1989. Therefore, her temporary password will be 55551989.

You will be prompted to create a new password after you log in for the first time. Moving forward, the password you create will be your new password.

**Password Tip:** A strong password is typically at least eight characters with a combination of upper-case and lower-case letters, numbers, and special characters.

# System upgrade

## Important information about account history

Account history and transactions that are made prior to 5pm EST on Thursday, June 30, 2022, will not be carried over to the new system. This means any transactions leading up to 5pm EST on Thursday, June 30, 2022, will not show in the new online or mobile banking platform, and will not be available through our 24-hour automated telephone banking service.

If you need a copy of your account history, please contact us. Please note, after the upgrade, Lesco will have limited access to past, pre-upgrade transaction history.

## Electronic Statement (eStatements):

If you are currently enrolled to receive eStatements, you will not need to re-enroll for this service unless otherwise notified by the credit union. However, any eStatements prior to July 2022, will not be available on the new online banking. Please be sure to download and save prior eStatements before 5pm EST on Thursday, June 30, 2022.

# What won't change?

## Account numbers

Your existing account number(s) will remain unaffected by our computer system upgrade. Unless otherwise notified by the credit union, member account numbers will not change, but there might be a slight variation to your account suffixes. If you have questions about this, please call.

## Debit and credit cards

Your existing debit and credit cards will continue to work, and personal identification numbers (PINS) will not be affected.

## Checks

You can continue to use your current supply of Lesco Federal Credit Union checks. Our third-party check provider will remain the same, should you need to order more.

## Direct deposit (payroll, pension, social security)

Your direct deposits will continue to post normally to your account.

**Please note:** We anticipate direct deposits to post normally on Sunday, July 3, 2022, however; you will not be able to view these transactions until Tuesday, July 5, 2022, when the new system goes live.

## Automatic transfers

Any automatic transfers you have scheduled will continue to process normally.

## Loan payment due dates

If you have a loan with us, your payment dates will not change.

# Frequently asked questions

## What is a core processing system?

It is used to maintain members' accounts and information as well as process transactions.

## Why is the system being upgraded?

Our new system will allow us to serve members more efficiently, and enable us to offer new products and services in the future.

## Is my personal data safe?

Yes, your personal data and account information will be safe and secure, as always.

## Are my funds still safe and secure?

Yes, your funds are safe. All Lesco Federal Credit Union accounts will continue to be insured by the National Credit Union Administration (NCUA) Share Insurance Fund up to \$250,000 per account.

## Where can I get up-to-date info on this?

Our website will be regularly updated with current information on the upgrade. We are dedicated to helping members transition to the new system.

**Visit [www.lescofcu.com](http://www.lescofcu.com) to learn more!**

# Thank you!

The entire Lesco Federal Credit Union staff would like to thank you in advance for your patience and understanding as we complete this upgrade. Telephone and in-office wait times may be longer than normal as we assist members with new and improved services.

In an effort to cut down on call wait time, we have partnered with our new system's call center for additional telephone assistance.

Starting Thursday, June 30, 2022 - Tuesday, July 5, 2022

## System Upgrades & Digital Banking Improvements:

### What's happening and when:



#### How to prepare:

- Complete all online and mobile transactions prior to Thursday, June 30, 2022, by 5pm EST.
- You may want to consider printing out a copy of existing payees, eBills, download transaction history, recent account history in online banking, and recurring payments for your reference.
- For all online banking and mobile app users, please have all of your full account numbers to complete the new online banking setup in July.
- Have extra cash on hand due to lower daily limits on ATM withdrawals and debit POS.

#### Thursday, June 30, 2022, at 5pm ET

- Lesco FCU core systems including Online, Mobile, and Telephone Banking will be taken offline to begin the upgrade, and will remain unavailable until Tuesday, July 5, 2022.
- ATM withdrawals and debit POS will function normally, but with lower daily limits.

#### Friday, July 1, 2022 - Monday, July 4, 2022

- All branches closed.
- All digital banking services which include online banking, mobile banking, bill pay, and audio response will be unavailable.
- ATM withdrawals and debit POS will function normally, but with lower daily limits.
- **Please note:** In order to set up our new bill pay system, no recurring payments will process Friday, July 1, 2022, to Monday, July 4, 2022. All payments scheduled during this time will process on Tuesday, July 5, 2022.

#### Tuesday, July 5, 2022

- Branches are open & we will resume normal business hours as system upgrade is now complete.
- Additional member service support available through our partner contact center.
- New online banking, mobile banking, and audio response will be available on our new platform.
- New bill pay service is live, and all automatic payments between Friday, July 1, 2022, and Monday, July 4, 2022, are posted.
- We anticipate the new Lesco mobile app to be available for download during the week of July 11, 2022.

For information on our system upgrade visit our website, call, or stop by in person.

**724.539.9744 | [www.lescofcu.com](http://www.lescofcu.com)**



[First Last Name]  
[Address Line 1]  
[Address Line 2]  
[City, State, Zip Code]

## Serving members is our top priority!

We're working hard to ensure  
this system upgrade will be as  
seamless as possible.

724.539.9744  
[www.lescofcu.com](http://www.lescofcu.com)



Starting Thursday, June 30, 2022 - Tuesday July 5, 2022

# System Upgrade

We're IMPROVING for YOU!

To offer better and more efficient products and  
services to you, our members, we'll be upgrading  
our core computer and banking systems starting at  
**Thursday, June 30, 2022, at 5pm EST.**

**Open for further details.**