

System Upgrade Preparation Checklist

3 WEEKS TO GO | Friday, October 4th

- Verify your contact information. Login to online banking to confirm your contact information there or contact us to confirm. This will ensure you receive all messages regarding the upcoming System Upgrade. You can verify information either by stopping in any LLCU branch, calling our Solution Center at 1-844-222-7788, using live chat at llcu.org, or by emailing llcu@llcu.org.
- Add account nicknames. We recommend that you give your accounts nicknames now, to more easily differentiate between your accounts after our upgrade when they will begin to display all together. Add them in online banking or by contacting us over phone, email, chat, or in-lobby.
- Check your inbox. Keep a close eye on your email inbox for messages from LLCU about the changes coming, important dates, required tasks, and any subsequent service outages.
- View our FAQs. Visit llcu.org/about/system-upgrade to learn more about the upcoming changes.

2 WEEKS TO GO | Friday, October 11th

- Enroll in eStatements. If you would like to have access to your eStatements after the system upgrade, you can enroll now or after the upgrade.
- Gather any statements needed. If you anticipate needing any statements that date beyond 12 months prior, we recommend logging into online banking and downloading them. Or you can call or stop by an LLCU branch and request printed statements.

1 WEEK TO GO | Friday, October 18th

- Quicken or QuickBooks downloads. If you are a member who uses Quicken or QuickBooks, you'll want to download a final file on the old system before the upgrade. For instructions on how to do this, visit llcu.org/about/system-upgrade.
- Complete loan applications. If you need an auto, personal or mortgage loan, please note loan applications will not be available from Fri., Oct. 25th at 5p.m. through Tues., Oct. 29th at 8:00a.m.
- Grab cash. As the System Upgrade weekend approaches, we advise you to stop by a branch or ATM to withdraw extra cash to have on hand. During the upgrade weekend, your balance will not be updated by deposits, and there will be daily limits on cash withdrawals (\$250) and debit purchases (\$1,000), so having a cash payment option is a good idea.

LAST DAY | Friday, October 25th

- Make mobile deposits. The ability to make a mobile deposit will be unavailable beginning at 2:00p.m. on Friday, Oct. 25th. This service will resume on Tuesday, Oct. 29th at 8:00a.m.
- Check your balances. Be sure to check your account balances before online banking goes offline and branches close for the System Upgrade. From Fri., Oct. 25th at 5p.m. through Tues., Oct. 29th at 8a.m., you will not have access to online banking. Therefore, we encourage you to check your balance Friday (10/25) and make note of all withdrawals & purchases made that weekend.