



News

System Update: Countdown to Conversion

Highlights from this issue:

- System Update
- Important Dates
- “Need to Know” Information about System Update

NorthPark Community Credit Union is about to go through an exciting change. **On November 2nd, 2010, we will be upgrading our entire Data Processing System** to one with new state-of-the-art technologies.

Although some information will be changing, many current features will remain the same. Your member account number, your Visa debit and credit cards, direct deposit and automatic withdrawals (from outside sources) will not be affected. If you are an ATM card user, you will receive a new ATM card and

PIN prior to conversion. This new ATM card will not be affected during the upgrade week-end, either. Internal transfers already set up may not occur. After the upgrade is completed, we suggest you check online to make sure the internal transfer was processed.

Another constant throughout this process is our commitment to you, our faithful members. **The main reason we are improving our system is to be able to focus more on you, our member, and less on data entry.** With our new system we will be spending less time sorting data and more time helping

you with your financial needs.

We have put together an extensive System Upgrade Guide to keep you informed of all the upcoming changes. You should receive this in early October. Please keep this Guide handy to be used as a reference to the new system. If you have any questions or concerns about any of the upcoming changes, please give us a call!



Important System Conversion Dates: Make a Note

In this issue:

Countdown to Conversion	1
Important Conversion Dates	1
Important System Conversion Changes	2

The system upgrade will create a few service interruptions. Please make sure to take care of all your financial needs before or after these dates.

- **October 21, 2010, 7:00 p.m. EST:** All Bill Payment links will be deactivated. However, payments scheduled prior to this date and time will still be processed through October 28, 2010 at 7:00

p.m. EST.

- **October 28, 2010, 7:00 p.m. EST:** All Bill Payment activity will cease. Any non-processed payments will be deleted.
- **October 29, 2010, 12 Noon EST:** Internet Banking will be deactivated.
- **October 29, 2010, 7:00 p.m. EST:** Telephone Banking and the processing system CU Star will be deactivated.

- **October 30, 2010 - November 1, 2010.** All offices will be closed for the upgrade and training.
- **November 2, 2010, 9:00 a.m. EST:** All new services begin.
- **November 12, 2010.** Credit Card conversion. The only change will be a new pin access code that will be sent to you in early November 2010.



“Need to Know” Information about the System Update

Our Mission:
NorthPark Community Credit Union Provides Personalized Banking Services for Our Members and Improves the Quality of Life in Our Community.

Zionsville Branch/Main Office
5965 West Technology Center Drive
Indianapolis, Indiana 46278
317.873.6166


Lebanon Branch
450 S. Lebanon St.
Lebanon, IN 46052
765.482.0100


Lebanon Kroger Branch
2418 N. Lebanon Street
Lebanon, IN 46052
765.482.4425

Dow AgroSciences Branch (Limited Site Access)
9330 Zionsville Rd.
Indianapolis, IN 46268
317.337.4088

Toll free: 888.883.3328
Email: info@northparkccu.org

Visit us at:
www.northparkccu.org

 www.facebook.com/northparkccu

 www.twitter.com/northparkccu

1. Suffix Changes

Although your Member Number will remain the same, some of your current suffixes will change. The most common suffix changes are:

Account Name	Suffix Before	Suffix After
Primary Savings (Regular Share)	10	000
Secondary Savings	11,12,14,20,44	011 thru 044
Money Market Savings	55	055 thru 059
Christmas Club	25	025
Basic Checking (Renamed Classic Checking)	1	101
Classic Checking	4	101
Benefits Plus Checking (Converted to Classic Checking)	2	101
Nifty Fifty Club	3	103
Basic Business Checking	5	105
Business Plus Checking	6	106
Traditional IRA Savings	15,16	215, 216
Roth IRA Savings	18	218

Certificate of Deposit Suffixes will be printed on your member statement. Regular Certificates will begin with a “3” and IRA Certificates will begin with a “4”. Loan Suffixes will also be listed on your member statement.

2. Bill Pay

Our current Bill Pay service will be discontinued on October 28, 2010, at 7:00 p.m. EST. At that time, all bill pay activity will cease and any non-processed payments will be deleted. Keep in mind that all Bill Pay links will be removed from the Internet Banking site on October 21, 2010 at 7:00 p.m. EST. Payments scheduled before this date will be processed until October 28, 2010 at 7:00 p.m. EST.

Members may begin using our new Bill Pay and Presentment service, CU*EasyPay! at 9:00 a.m. EST on Tuesday, November 2, 2010. After enrolling in the Internet Banking service It’s Me/24/7!, simply click the Pay Bills link from the main menu. Step-by-step point and click instructions will guide you through the Bill Pay program.

VERY IMPORTANT: All current Bill Pay users are strongly encouraged to *print off their current Bill Payee information PRIOR* to the Bill Pay link deactivation date of October 21, 2010 at 7:00 p.m. You will need this important

[information to enter your Bill Payees in the new Bill Pay and Presentment service, CU*EasyPay!](#)

3. E Statements

NPCCU is “going green” by providing e-statements to all members starting with the November 2010 statement. Members will be able to access their e-statement by logging into internet banking and clicking on the “E-Statements” icon. E-statements are available in several formats: html., pdf., and xml.

If you prefer a paper statement, you can opt to receive one by calling one of our branches and talking to a member service representative. The following criteria will be used to determine the cost to you: (1) If you are a member of the Nifty Fifty Checking Account Club then paper statements are free; (2) If you have an aggregate loan/deposit balance of \$250,000 or more then paper statements are free; and (3) You may also choose to pay a monthly \$5 fee to receive a paper statement. Remember to call one of our branches to choose the option of paper statements.