



Important Notice:

LCU will be conducting an extensive System Upgrade beginning Friday, May 5, 2017 at the close of business through Sunday, May 7, 2017. In order to complete the System Upgrade, Online, Mobile and Telephone Banking, including Bill Pay will not be available during this time.

In addition, Debit/ATM Card transactions and/or limits may be impacted as well. We recommend that you plan accordingly and consider withdrawing additional funds to cover your needs prior to the May 5th system shutdown or consider an alternate payment method.

All LCU branches will have extended business hours on Thursday, May 4 until 8:00 pm. All branches and departments will be closed on Saturday, May 6, 2017 and will re-open for normal hours of operation on Monday, May 8, 2017.

ATTN: Online and Mobile Banking users.....

*Following the upgrade, **Online and Mobile Banking** users will be required to answer their security questions prior to gaining access. Therefore, we urge you to confirm the answers to your security questions prior to this upgrade. Security question information can be found by logging into online banking and selecting "profiles".*

Quicken or Quickbooks downloads will not be available until Monday morning. Instructions for Quickbooks and Quicken will be available at www.leominstercu.com under Online Banking to assist members using these tools.

Please check for updates at www.leominstercu.com or our Facebook page. If you have any questions please contact member service 800-649-4646.

LCU would like to thank you in advance for your patience and understanding as we navigate through this transition.

Upgrade Timeline:

Department/Service	Date	Time	Note
Branch/Call Center	Thursday 5/4/17	Open – 8:00 PM	Extended business hours of operation prior to upgrade
Branch/Call Center	Friday 5/5/17	Open – 6:00 PM	
Online, Mobile, Telephone Banking	Friday 5/5/17	Unavailable after 6:00 PM	Unavailable after 6:00 PM through Sunday, May 7.
Bill Pay	Friday 5/5/17		Previously scheduled or established recurring payments will NOT be affected. New payees or payments cannot be set-up between Friday and Monday.
Branch/All Departments	Saturday 5/6/17	Closed	All locations will be closed
Debit/ATM Card	Friday 5/5/17	After 6:00 PM	Transactions and/or limits may be impacted through Sunday, May7. We recommend that you plan accordingly and consider withdrawing additional funds to cover your needs prior to the May 5th system shutdown.
Branch/Call Center/ Online, Mobile, Telephone Banking and Bill Pay	Monday 5/8/17	Normal hours of operation	Online and Mobile banking users please login to online/mobile banking and answer your security questions.
Quickbooks and Quicken	Friday 5/5/17	Unavailable after 6:00 PM	Available Monday morning. Instructions for Quickbooks and Quicken will be available at www.leominstercu.com under Online Banking to assist members using these tools.