

The following is update (#2) in what will be a series of communications over the next few weeks in preparation for our TEFCU Product updates. It will be very important for members to read and understand these communications in order to help reduce any problems or issues members may experience in working through these product updates. These emails will also be placed on our website and will be sent again (as reminders), closer to the dates in which member action is actually needed.

**Bill Payment Conversion**

Members utilizing TEFCU's current Bill Payment system should NOT schedule any payments to be made/sent after May 31st on the current system. The current Bill Payment system will not send payments after May 31st. Members should elect to either: 1) schedule payments to be sent earlier than Friday, May 31st, or 2) wait to input payments to the new Bill Payment system after Monday, June 3rd.

**TEFCU Website/Home Banking**

TEFCU is targeting Tuesday, May 14th as the launch date for our new website and home banking system. This will mean that members accessing home banking via our current website will need to re-register on the new website on or as soon as possible after May 14th. The new website will prompt members to re-register by providing basic information (including your account #, SSN, address and DOB) - this will be a very secure sight. The information you provide at that time, will need to match exactly what TEFCU has on file for our members. If information entered during the re-registration process does not match exactly to TEFCU records, members will need to call the credit union to confirm and update any outdated information.

**Mobile Banking**

TEFCU will also be updating our mobile banking application effective May 14th. The new mobile banking application will be the vehicle that will allow for Remote Deposit Capture (RDC), Person to Person and Account to Account transfers to be offered in the very near future (by early June). On Tuesday, May 14th we encourage members to get the new Thiokol Elkton FCU mobile banking application.

**Remote Deposit Capture (RDC)**

TEFCU expects to have this product (that will allow members to make deposits from home or their phone), available as soon as possible but no later than June

10th. There are no other updates to provide at this time. Additional updates will be provided as soon as possible.

### **Thank You**

We do understand and appreciate that there will be a lot going on over the next month or two with these updates and upgrades, we however, are confident that with your attention, help, patience and understanding we can and will minimize the impact these changes will have on our members.

We sincerely believe these updates will have a significant long-term benefit and impact on your ability to do business with TEFCU - and will be worth any problems our members may incur during the upgrade process.

Please be assured, TEFCU is currently doing and will continue do our best to implement these changes with as little negative impact on our members, as we can. Please do not hesitate to let us know if you have any questions, concerns or issues. ***Thank you for allowing us to be your credit union.***