



## CORE BANKING SYSTEM UPGRADE

Please retain this letter for future reference.  
Visit [gtfcu.org/core](http://gtfcu.org/core) to learn more about the  
Core Banking System Upgrade.

Dear Member,

Greater TexasAggieland Credit Union's Core Banking System Upgrade is well underway. To finalize the upgrade, the credit union will undergo a short period of Downtime. To minimize the impact on you, our member, the finalization of the upgrade will occur over Memorial Day weekend, a weekend in which we are scheduled to be closed.

**From May 26 through May 29, credit union services will be unavailable due to the upgrade of our core banking system. Please note, you may need to make arrangements to accommodate this period of time.**

### IMPORTANT INFORMATION ABOUT DOWNTIME:

- ✓ Your Visa debit and credit card(s) will work during Downtime, as will your digital wallets. Limits apply.
- ✓ You will be able to withdraw cash from ATMs, including those at participating Stripes and 7-Eleven.
- ✗ Previously scheduled automatic transfers will not occur during downtime but will post after downtime.
- ✗ Branches, Contact Center, and Co-Op Shared Branching will be unavailable May 27 through 29.
- ✗ Digital Banking (including Mobile Deposit and Bill Pay) will be down from 6:00 p.m. Friday, May 26, and will be back up Tuesday May 30.
- ✗ ATM deposit functionality will be unavailable starting May 25 at 11:00 p.m. through May 30 at 11:00 p.m.
- ✓ All services, our branches, and contact center will be available Tuesday May 30.

**ACTION TO TAKE BEFORE DOWNTIME:**

- Ensure any Bill Pay payments or automatic transfers are scheduled before Downtime. We strongly recommend necessary transfers scheduled between 6:00 p.m. May 26 and 9:00 a.m. May 30 be re-scheduled, otherwise they will happen automatically after the upgrade.
- Make a plan to perform any important withdrawals, deposits, or loan payments before Downtime.

These are exciting times for Greater TexasAggieland Credit Union. We look forward to the improvements of our new Core Banking System, including enhanced security, faster member service, efficiencies to our internal processes, and more. Should you have any questions or concerns, please contact us or visit [gtfcu.org/core](http://gtfcu.org/core) to learn more about the Core Banking System Upgrade.

Thank you for your membership,

**Member Services Team**

(800) 749-9732

Greater TexasAggieland Credit Union

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UPGRADE**

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