



IMPORTANT INFORMATION FOR MY CREDIT UNION MEMBERS! NEW SYSTEM MIGRATION ROADMAP

3 PM - FRIDAY, AUGUST 15 - 9 AM TUESDAY, AUGUST 19

Dear Valued MY CREDIT UNION Member:

Shortly after I was named MY CREDIT UNION President in 2017, I presented a 10-year “Growth Strategy” to the Board of Directors. This was based on the old business adage, “If your business isn’t growing, it is dying!”

The staff has embraced that philosophy and worked extremely hard to keep their foot on the gas, so to speak! In addition to traditional basic banking products and services, over the past 8 years we have added:

- In-House Mortgage & Commercial Lending
- Rebuilt the Old Shakopee Road Branch
- Expanded the Lyndale Headquarters Building
- Retirement & Investment Solutions Department
- 55+ Adventure Club & HoneyBee Kids Club
- TruLync Medicare Advisors
- Fraud Prevention Program
- Community Foundation & NETGIVER
- Flags for Fort Snelling Sponsorship
- Cornhole Tournament Raising Money for Veterans
- Added Inver Grove Heights Branch
- Expanded to Serve All Minnesota Residents

Not too shabby, considering many of these achievements happened during the global pandemic! And we have been profitable every year since 2017...

The two remaining “Big Ticket” items from the 10-year “Growth Strategy” were to open our fifth branch location AND provide our hard-working team with state-of-the-art banking software they deserve to perform their duties to the best of their abilities, reduce paper usage, and make MY CREDIT UNION as efficient as possible. I am proud to say we will finish most of the “Growth Strategy” items in less than 9 years!

I am told the MY CREDIT UNION logo on the homepage of our website will be the key to help members successfully navigate to our new system! Members are encouraged to study the rest of the “System Migration Roadmap” and stop by or reach out with any questions!

Thank you for being a MY CREDIT UNION member AND for your patience!

Sincerely,
Greg Worthen, President



Message from the Board Chairperson:

Your hardworking team at MY CREDIT UNION has been working quietly but diligently on this system migration for over a year. This is on top of their normal daily duties in serving us as members!

There are 24,000 members currently being served by 80 staff members! Most days, that is a manageable ratio for the staff! While we fully expect members to have questions and need assistance as this migration commences – on behalf of the Board of Directors, I simply ask each of you to keep three things in mind:

- Be patient!
- Be nice!
- Tell the team “Thank You” for their hard work!

MY CREDIT UNION staff looks forward to working with all members to make their journey forward as smooth as possible!

Sincerely,
Jim Habeck, Board Chair

MIGRATION COMMUNICATION

To manage “traffic” MY CREDIT UNION has devised a simple YELLOW, BLACK & WHITE, AND RED notification protocol with our logo on the home page of the website to alert members as to the status of the System Migration the weekend of August 15-19. A complete chart of impacted systems and instructions will be provided to members in early July, but the basics at this point are:



The yellow logo serves as a simple alert/reminder to members that the System Migration is on track to begin as scheduled that Friday.



System migration has begun! Identified MY CREDIT UNION products and services will be unavailable or limited. Branches/Contact Center closed.



All products and services are back online, and systems are normal.

WHERE WILL THESE COLOR-CODED LOGOS BE SEEN?

- They will be hiding in plain sight in their normal location on the www.mymncu.org home page that weekend. However, the only place MY CREDIT UNION is providing the “code” to members for the colors is in this and subsequent booklets! Please keep this in a safe place and DO NOT DISCARD it until all systems are back online!
- Members with a valid email address in our system will be sent an email notification each time the color is updated that weekend.
- Members will also see the notifications on the lobby doors and drive-thru windows at each branch location.
- Lastly, some form of notification will be provided through the on-hold messaging system.



VISA REWARDS CREDIT CARD

We recommend members create their own “insurance policy” during the system migration period by opening a MY CREDIT UNION Rewards Visa by August 1st if you do not already have one.

While no problems are expected during the System Migration Weekend the credit card platform runs independently and therefore members’ ability to make purchases should not be interrupted.

If members are interested in this option:

- Visit one of the branch locations listed below
- Call or visit www.mymncu.org
- Or scan the QR Code on your mobile device



Visa credit cards can now be instantly printed and provided to members at all branch locations.

SYSTEM MIGRATION WEEKEND MEMBER IMPACT FREQUENTLY ASKED QUESTIONS!

When will MY CREDIT UNION be closed for the System Migration?

- It is currently anticipated that all branches and contact center will be closed and not accessible from 3 p.m. Friday, August 15th to 9 a.m. Tuesday, August 19th
- Members will be notified in subsequent updates if this timeline changes.

MY CREDIT UNION Recommends the Following Forms of Member Spending During the System Migration:

- **Cash** – The easiest solution would be for members to have cash in hand. It can always be re-deposited the following week.
- **Credit Card** – as mentioned, credit cards will be unaffected during the System Migration weekend and post-migration. Apply today!
- **Debit Card/ATM** – will be operating under daily “stand-in” limits
- **Checks** – When and where checks are still accepted! Your current checks will “work” post-migration until the time they need to be reordered.

What systems will be unavailable during the System Migration?

- **Online Banking**
- **Mobile Banking App** (MYCU Cards App will still be available)
- **Mobile Check Deposit**

Other Possible Areas of Impact?

- If not completed prior to the start of the System Migration, these items could be delayed or impacted until Tuesday, August 19th:
 - Direct Deposit
 - Night Drop
 - Autopay
 - Autopay
 - Billpay
 - ATM Withdrawals

How Can I Learn More About the System Migration and Ask Questions?

- Free System Migration Q&A sessions. See next page for more details.
 - Lyndale
 - Richfield
 - Inver Grove Heights
- Otherwise call or visit a branch with questions prior to August 15th if possible!

Federally Insured by NCUA

- During this System Migration window, we would remind our members that the full protection of the NCUA insurance fund up to \$250,000 remains in full effect.

* MY CREDIT UNION will not be texting members updates that weekend, nor will we be calling MY CREDIT UNION members – please ignore any other communication claiming to be from MY CREDIT UNION! We would not ask you for SSN#, account numbers, PINs, etc. – since we already have that information! When in doubt – think it out! Call us or visit a branch location!

SYSTEM MIGRATION Q&A SCHEDULE



| | Richfield | Lyndale | Old Shakopee Road | Inver Grove Heights |
|----------------|-------------------------|-------------------------|-----------------------|------------------------|
| Tues. July 29 | 6:00 p.m. - 7:30 p.m. | 10:00 a.m. - 12:00 p.m. | | |
| Thurs. July 31 | 2:00 p.m. - 3:30 p.m. | 6:00 p.m. - 7:30 p.m. | | |
| Tues. Aug. 5 | 6:00 p.m. - 7:30 p.m. | | 2:00 p.m. - 4:00 p.m. | |
| Wed. Aug. 6 | 10:00 a.m. - 12:00 p.m. | 5:00 p.m. - 7:30 p.m. | | |
| Thurs. Aug. 7 | | 1:00 p.m. - 3:00 p.m. | | 4:30 p.m. - 7:00 p.m. |
| Sat. Aug. 9 | 9:30 a.m. - 12:00 p.m. | | | |
| Tues. Aug. 12 | | | 4:30 p.m. - 6:30 p.m. | 11:30 a.m. - 1:30 p.m. |
| Wed. Aug. 13 | 10:00 a.m. - 2:00 p.m. | 4:30 p.m. - 7:30 p.m. | | |

**Dates and times are subject to change!*



**BLOOMINGTON -
LYNDALE AVE**



**BLOOMINGTON -
OLD SHAKOPEE ROAD**



INVER GROVE HEIGHTS



RICHFIELD



**REMINDER: ALL BRANCHES AND CONTACT CENTER WILL BE CLOSED FROM
3 PM FRIDAY, AUGUST 15TH TO 9 AM TUESDAY, AUGUST 19TH**

**MY CREDIT UNION APOLOGIZES FOR ANY INCONVENIENCE THIS MAY CAUSE OUR MEMBERS!
THANK YOU FOR YOUR LOYALTY AND PATIENCE!**

THE FINAL VERSION OF THE SYSTEM MIGRATION BOOKLET WILL BE MAILED TO MEMBERS IN EARLY JULY!