

## Important Notice!

We are excited to announce on **July 1, 2017** we will be converting and upgrading our data processing system to serve you better! We have been working diligently behind the scenes over the past year to bring you a system that offers all of the products and services that you expect from your financial institution. We hope to empower and enrich the lives' of our members by providing the relevant financial products and services from "the large credit union" without compromising our most valuable asset—*personal service!* On July 1, 2017 we invite you to take a fresh look at the all new BTFCU!

**There are several important changes to please be aware of:**

- **All members must re-enroll for "Virtual Branch" (Home Banking) online effective July 1<sup>st</sup>.** Your current information will no longer work on that date.
  - ✓ To enroll, you must have your Member Number (Login ID) and the Last 4 numbers of the Primary Member's Social Security Number (Default Password).
  - ✓ If you have saved or bookmarked our Online Banking (Member Access) link to your computer, it will no longer work. You will need to visit our website directly: [www.btfcu.net](http://www.btfcu.net) and click on the "Member Access" link to access the new Online Banking platform.
- **Previous account activity and history data will not be available via "Virtual Branch" (Home Banking) after the conversion.** If you need specific information regarding a transaction, please reference your statements or contact us at: (979) 265-5333 or [info@btfcu.net](mailto:info@btfcu.net).
- **Bill Pay information will not convert over to the new UPGRADED Bill Pay system.** Members will need to re-enroll in this service and setup these accounts again. If you currently have active Bill Pay accounts, please make other temporary payment arrangements prior to July 1<sup>st</sup>. Please also take note of your information so that you can re-enter on the new system once available.
- **You will need to re-enroll for e-Statements and Bill Pay service on the new Virtual Branch platform.**
- **We encourage you to download or export your information into a Microsoft Excel format prior to July 1, 2017.**
- **24-Hour Audio Response Banking will no longer be available effective July 1<sup>st</sup>.** It will be replaced with our convenient and secure BTFCU Mobiliti™ Banking App available for your Android or iPhone device (to be released soon after conversion). Stay tuned!
- **Your Debit, ATM, and/or Credit Card will continue to work. Please do not destroy!**

Please stay tuned to our website, quarterly newsletter, and other mail correspondence for important notices!

We apologize for any inconvenience in advance. If you have any questions, please email: [info@btfcu.net](mailto:info@btfcu.net) or call us at (979) 265-5333. We appreciate your patience through the process.

We are confident you are going to be as thrilled as we are with YOUR new BTFCU!

Keep SMILING!



**Donna Butterfras**

CEO

Brazosport Teachers Federal Credit Union

*"Serving Members Inspires Lasting Excitement!"*

