

Dear Member,

We have been sharing information regarding the system upgrade that will provide enhanced services to our valued members. The bill pay service that you have been utilizing will be changing as part of this upgrade. The current bill pay service will be unavailable from 5:00pm on May 29th through June 1, 2020.

Here's what you can expect with this upgrade:

- ✓ Enrollment in the new Bill Pay service will be required on or after **June 1, 2020**.
 - When you login to online banking you will click on the bill pay tab to enroll.
- ✓ Your payees, history and any scheduled payments will not automatically be moved to the new system.
- ✓ After your payees are established you can set up your single and/or recurring payments.

Benefits and Features of Upgrade

- ✓ Ability to transfer funds to any account or pay any person
- ✓ Use GiftPay to easily send a gift check or charitable donation
- ✓ Set-up e-Alerts to closely monitor activity
- ✓ Use CardPay to expedite the transaction payment for any payee that accepts card payments

Preparing for the upgrade:

- ✓ Schedule all payments to be processed prior to May 27, 2020.
- ✓ Print/download any payment history you want to have access to after the upgrade.
- ✓ Keep the list of payee information or login in and obtain payee information on the current system.
 - You can request this list after the upgrade also.

Important Dates:

Last day to print your Bill Pay History	Friday	05/29/2020 (5:00pm central time)
Last day to schedule a payment*	Wednesday	05/27/2020
Bill Pay will not be available	Friday – Monday	05/29/2020 (5:00pm) – 06/01/2020

*Please be mindful of your due dates for payees at the end and beginning of the month to allow the payment to be made on time.

More information regarding the entire system upgrade is available at www.railwaycu.com/upgrade. If you have any question regarding Bill Pay, please contact us at 701-667-9500 or email us at eservices@railwaycu.com. We thank you for your support and understanding during the upgrade process and thank you for your continued loyalty to Railway Credit union.

Sincerely,

Heather Fleck
VP of Operations