



SYSTEM ENHANCEMENT

FRIDAY EVENING, JUNE 4TH AT 5:00 P.M.
THROUGH
TUESDAY MORNING, JUNE 8TH

**IMPORTANT INFORMATION
YOU NEED TO KNOW**

WWW.SIKORSKYCU.ORG

A MESSAGE FROM VINNY



To Our Valued Members,

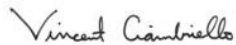
We will soon be enhancing our computer system to allow us to better serve you. This is an exciting time for our Credit Union. Our enhanced system will improve your member experience, making it faster and more convenient to do your banking. At the same time, it will streamline some of our current processes.

Our System Enhancement will start at 5:00 p.m. on Friday, June 4th and will end Tuesday morning, June 8th.

The Sikorsky Credit Union team has been preparing for this project for a long time now, and we want to make sure this transition is as seamless for our members as possible. It is our goal to provide you with all the information you need to know ahead of time so you can plan accordingly. There may be items that could impact you so we encourage you to read all information sent to you to minimize any disruption to your banking activities. Please visit our website at www.sikorskycu.org/systemenhancement for the latest information.

We appreciate your patience during this time and we thank you for letting us continue to serve you. The future looks bright, and our System Enhancement is a big part of that.

Sincerely,



Vincent Ciambriello
President & CEO

TABLE OF CONTENTS

A Message From Vinny.....	2
System Enhancement Weekend.....	3
Information You Need to Know.....	4
Information You Need to Know (Cont.).....	5
Preparation Checklist.....	6
More Information.....	7

CALENDAR OF EVENTS SYSTEM ENHANCEMENT WEEKEND

Friday, June 4th - Tuesday, June 8th

Friday, June 4th (beginning at 5:00 p.m.)	Our Branches, Drive Ups and Call Center	Our Branches, Drive Ups and Call Center will close at 5:00 p.m.
	Online Banking, Mobile App & Telephone Banking	Online Banking, Sikorsky Credit Union's Mobile App and Telephone Banking will be unavailable starting at 5:00 p.m.
Saturday, June 5th - Monday, June 7th	Our Branches, Drive Ups and Call Center	Our Branches, Drive Ups and Call Center will be closed.
	Online Banking, Mobile App & Telephone Banking	Online Banking, Sikorsky Credit Union's Mobile App and Telephone Banking will be unavailable.
	Online Services	Online loan applications will be available, keep in mind approvals may take a bit longer. Online account opening will not be available.
	ATMS	Your debit and ATM cards will work at ATMs, including the ATMs at Sikorsky Credit Union branch locations. Balances will be unavailable.
Tuesday, June 8th	Our Branches, Drive Ups and Call Center	Our Branches and Drive Ups will be open normal hours. Our Call Center will be open extended hours: 9:00 a.m. - 6:00 p.m.
	Online Services & Telephone Banking	Online Banking, Sikorsky Credit Union's Mobile App and Telephone Banking will be available.

Visit any branch location, call our Call Center and login to Online Banking and the Mobile App once our System Enhancement is completed on Tuesday, June 8th.

IMPORTANT INFORMATION TO KEEP IN MIND

Please remember your funds are always secure. Any purchase, deposit or scheduled withdrawal made during our System Enhancement weekend will NOT be affected. You will be able to use your debit card(s) and credit card(s) during our System Enhancement weekend as normal. Purchases and withdrawals made from 5:00 p.m. on Friday, June 4th through Monday, June 7th will post on Tuesday, June 8th. Scheduled payments made in Online Banking Bill Pay will run accordingly.

Once the System Enhancement is completed, Intuit/Quickbooks may take up to 24 hours to sync.

HERE IS WHAT YOU NEED TO KNOW

Your Member Number

What Will Not Change

Your member number will not change. Any direct deposit, transfers and ACH transactions you set up will continue as usual. Your checks will not need to be updated either.

What Will Change

Account suffixes will be added to the end of your member number for each account. Currently you have a member number, followed by a two-digit suffix for each account. For example, Mary's member number is 12345 and her checking account has suffix 90. Her new checking account number will be 1234590.

Consumer & Home Loans

What Will Not Change

Our great rates will not change as a result of the System Enhancement. If you currently have a loan or credit card with us, due dates for payments and escrowed items remain the same.

What Will Change

If you have a First Mortgage you will start receiving a separate statement that will have a coupon attached if you wish to mail in your payment. You can also pay online or in branch. Please remember to indicate which loan you are paying if you do not use your coupon.

If you have a Personal Line One, advances will now be in increments of \$20. The minimum draw amount will be decreased to \$20.00 (currently the minimum draw amount is \$100).

Online Banking & Mobile App

What Will Not Change

If you already set up online banking, your username and password will remain the same. The Sikorsky Credit Union mobile app will also remain the same. Your account history and any alerts you have set up will not change.

What Will Change

Accessing your accounts will be easier! Any account that you are a joint owner on will be accessible to you through one online banking login. This means you will see all of your affiliated accounts and loans on which you are a signer, regardless of whether you are the primary account holder or not. Any external linked accounts will remain the same, however, you may need to re-authenticate the account.

Statements & eStatements

What Will Not Change

You will still receive your statement how you chose, whether you wanted paper or electronic statements (eStatements).

What Will Change

You may notice your statement has a new look and feel, which will make it easier to read. You may also receive two back-to-back statements at the end of June. One statement will cover your account information from June 1st -4th, the other will cover your account information from June 5th - 30th. All subsequent statements will be sent out like they always have been, at the beginning of each month, as usual.

Debit & ATM Cards

What Will Not Change

Your debit card, ATM card and PIN will remain the same.

What Will Change

Remember to use your debit or ATM card. Debit or ATM cards that have remained inactive for 12 months will be closed.

Dividend Calculations

What Will Not Change

If you currently receive dividends, your APY (Annual Percentage Yield) will not be affected.

What Will Change

Effective June 5, 2021, your dividends will be calculated using the Average Daily Balance Method instead of the Daily Balance Method. The Average Daily Balance method is the application of a periodic rate to the average daily balance in the account for the period. The Average Daily Balance is determined by adding the full amount of principal in the account for each day of the period and dividing that figure by the number of days in the period.

Telephone Banking

What Will Not Change

You can still continue to manage your account via Telephone Banking if you choose.

What Will Change

Our new, enhanced Telephone Banking system is called Smart Teller and it may sound a bit different, so please listen to the prompts before making a selection. You also may be asked to enter your social security number or account number to move forward. You can reach Smart Teller at (203) 377-5905 or toll-free at (800) 874-6424.

HELPFUL HINTS

Be prepared for our System Enhancement with these tips.

Mark your calendar now! Make sure if you need to visit a branch for any reason you do so before June 5th or after the System Enhancement has been completed.



Accounts

Please make sure your contact information is up to date. If we don't have your email address, please update it with us at your convenience. If you feel you need cash during our System Enhancement weekend please visit an ATM or one of our branches before June 5th. Please keep in mind that purchases and withdrawals made from 5:00 p.m. on Friday, June 4th through Monday, June 7th, will post on Tuesday, June 8th.



Loans

Do you have a loan payment due over the weekend of our System Enhancement that you would normally visit a branch to pay? Remember to visit us before June 5th. We may call you to ensure we have your most up to date information. Remember, if you ever receive a call from Sikorsky Credit Union, we will never ask for your social security number or for personal account information.



Online Banking & Mobile App

As a reminder, Online Banking and our Mobile App will be unavailable during our Enhancement weekend. If you need to access your transaction history over the weekend, you can download or export it beforehand. We have a helpful tutorial on our website.

Visit our website at www.sikorskycu.org/systemenhancement for more tips, tutorials and videos.

MORE INFORMATION

We Are Here To Help!

Please visit the System Enhancement Resource Center on our website at www.sikorskycu.org/systemenhancement for more information and the latest updates. FAQs, tip sheets, videos and more are available.

Thank you for your patience during our System Enhancement project. We appreciate your continued support as we make these exciting enhancements to improve your experience.

GET IN TOUCH! WE ARE HERE TO ANSWER YOUR QUESTIONS

Our Call Center will have extended hours after our System Enhancement:
Tuesday, June 8th - Friday, June 11th: 9:00 a.m. - 6:00 p.m.
Saturday, June 12th: 9:00 a.m. - 1:00 p.m.

(203) 377-2252 or
(888) 753-5553

www.sikorskycu.org/systemenhancement



Equal Housing Lender | Federally Insured by the NCUA