

General Core Conversion Info (FAQ Version)

This flyer contains questions and answers to some common questions about core conversions.

Aloha HMSA EFCU Members!

We are excited to announce that we are converting to a new core banking system on May 1st, 2018. We decided to change our core system so we may continue to provide you with safe, secure products and services all while utilizing the newest technology.

While our core conversion will mostly be happening behind the scenes, there will be times where it will affect some of the services you may use. We will keep you up-to-date on when and what will be affected so that you will be prepared. We also want to provide you with more information on what a core conversion is and why we are doing it.

Core Conversion FAQs

Q: What is a core processing system?

A: Our core processing system, also known as a core system, is the software that manages our major banking functions. These functions include:

- Opening and managing accounts
- Originating and serving loans
- Processing cash deposits and withdrawals
- Maintaining account holder information
- Processing transactions
- And more

Q: Why is HMSA Employees' FCU upgrading its core system?

A: In an effort to improve our services, efficiency, and accommodate growth, we are upgrading our core system. Our new core system will allow us to offer you more capabilities, offerings, and enhance your experience with us.

Q: Will business hours change during the core conversion process?

A: Yes. We will be closed on Tuesday, May 1st in preparation for going live on that day. We will reopen business as usual on Wednesday, May 2nd.

Safety and Security FAQs

Q: Will my account and financial information stay secure during the core conversion process?

A: Yes, keeping your information secure and private is a top priority for us. The core conversion process will not compromise your safety or the safety of your information in any way.

Q: Will my funds be safe and secure?

A: Your funds will remain safe and secure. All accounts are fully insured by the National Credit Union Association (NCUA) for up to \$250,000.

Q: Will I have access to my funds during the conversion?

A: During the weekend of April 28th through April 30th there may be slight delays in transaction processing with debit card ATM withdrawals and/or point of sale transactions. We recommend that you withdraw sufficient cash in the event of a longer delay or use another account in anticipation of any delays in processing

Q: Will my account number and checking account number change?

A: No, Your account numbers will remain the same however account suffixes may differ for Christmas, Checking and Secondary Share accounts.

Q: What services will not be affected by the core conversion process?

A: The following services will function normally during our conversion process:

- Credit cards should function normally
- Debit cards may have limited transaction processing for point of sale transactions and ATM withdrawals

Benefits and Changes FAQs

Q: How will the new core benefit me as a credit union member?

A: With our new core, we will operate more efficiently and be able to provide you with more services. After May 1st, we will have several improved or new services available to you. These include:

- Enhanced and user friendly website
- Mobile banking
- Signature pad and ID Scanning

Q: What will change after the core conversion?

A: Online banking will have a new log-in process / Mobile app will be available July 1st. / New and enhanced voice response service (originally Teller Talk) will have a new number./Statements and receipts will have new look.

Q: Do I need to do anything to prepare for the core conversion?

A: While most of the core conversion process will take place behind the scenes, there are a few things you can do. We recommend:

- Taking note of when the conversion is taking place. We will keep you informed throughout the whole process via letters, and on our website.
- Adjusting your recurring Online Bill Pay payments before May 1st (since Online Bill Pay will be affected by the conversion).
- Making a small withdrawal from one of our branches or one of our ATMs to make sure you have some cash on hand (since there will be some system limitations during this time).
- Download your e-statements.

- Make sure all of your information is still correct. Please contact us at 808.948.5154 if you have any new information or would like to check your current information.

We are looking forward to the new changes, and we hope you are too. If you have any questions, we encourage you to contact us at 808.948.5154 or visit our website at www.hmsaefcu.org . We will be available Monday thru Friday from 7:30am-3:00pm.