



Central Kansas Credit Union

June 8, 2018



**IMPORTANT INFORMATION REGARDING THE CONVERSION OF DIGITAL SERVICES FROM
CENTRAL KANSAS CREDIT UNION (CKCU) TO CREDIT UNION OF AMERICA (CUA)**

WEBSITES

- The CKCU Website will be redirected to the CUA home page Friday, June 29, 2018, at 4 p.m. If you'd like to go to CUA's site directly, you'll find it at www.CUofAmerica.com.
- There will be a pop-up message the first two times you visit that will direct you to a page with all merger information. You can also search "CKCU Merger" in our search bar, or our drop-down list under "What are you looking for". Both search functions are located at the top right corner of the home page.
- Please visit the CKCU Merger page for information about reaching your VISA and Mortgage Loan account details. If you have links bookmarked for these, they will continue to work until further notice.

ONLINE BANKING

- CKCU's online banking platform will no longer work Friday, June 29, 2018, at 4 p.m. CST.

All members wanting online access will need to register for CUA's online banking.



Please do not register before July 2, 2018.



Where to Register for CUA Online/Mobile Banking on July 2, 2018.

1. Visit www.CUofAmerica.com and click on the New User link in the online banking box, at the top left of the page. A current address, mobile phone number, and email must be on file with CKCU for registration to work properly. **OR**
 2. Download the CUA mobile app and register via the app. The same information requirements apply as for online registration.
- CUA offers a wide array of online/mobile services, including email, text and push alerts, transfers, adding additional products and applying for loans, BillPay, Person-to-Person payments, mobile wallets, Cardloc to protect your debit card, SnapCheck remote deposit, Balance Peek, budgeting/savings tools, eStatements and the ability to transfer higher interest credit cards to a lower interest CUA card.

MOBILE APP

- CKCU's mobile banking access will be turned off June 29, 2018, at 4 p.m. CST.
- Beginning July 2, 2018, you may download the CUA mobile app from the Google Play or Apple App Store by searching for Credit Union of America.
- The mobile app mirrors online functionality for ease and convenience.



SCHEDULED TRANSFERS

- CKCU members with currently Scheduled Transfers will be contacted by CUA staff in June to assist in converting their future transactions.
- CUA may not offer all the same frequency options for scheduling as you have been using. You may schedule transfers for: one time only, daily, weekly, every 2 weeks, or semimonthly on the 1st & 15th of the month.
- Any transfers scheduled in CKCU online banking to process after July 1, 2018, will not be processed unless the member converts them to CUA online banking.
- Please login to CUA online banking and check your scheduled transfers on July 2, 2018, to make sure they are accurate.

BILLPAY

- CKCU members currently using BillPay will be contacted by CUA staff in June to assist in converting their BillPay payees and payments.
- You will not be able to schedule *new* bill payments in the CKCU system after June 22, 2018. Payments previously set-up will process normally through June 29, 2018.
- **Please reschedule any bill payments set for June 30 or July 1, 2018, in the CKCU online banking system by no later than June 22, 2018. They must be rescheduled for on or before June 29, 2018. Any payments scheduled in CKCU online banking after June 29, 2018, will not be processed unless the member converts them to CUA online banking.**
- Please login to CUA online banking and check your bill payments and payees for accuracy on July 2, 2018.

AUTOMATED PHONE TELLER

- CKCU Automated Phone Teller will be disconnected Saturday, June 30, 2018 at 5:00 p.m. CUA Automated Phone Teller will be available to you on July 2, 2018. However, we encourage all members to utilize the additional functionality available to them in online and mobile banking instead.

ESTATEMENTS

- If you are currently receiving eStatements with CKCU, you will automatically receive CUA eStatements. These statements can be accessed in CUA online banking after July 2, 2018.
- 18 months of CKCU eStatement history will be provided in PDF format.
- eStatements and printed statements for CKCU *may* be delayed a couple of days in July. CUA generally has eStatements available to members by the 2nd or 3rd day of each month.

BROWSER REQUIREMENTS for an Optimum Online/Mobile Experience

Browser/Operating System	Minimum Supported version as of 03.06.2018
Chrome	62.0.0
Firefox	57.0.0
Internet Explorer	11.0.0
Edge	All versions supported
Safari	9.0.0
Android	7.0.0
iOS	9.0.0
Windows Mobile	8.0.0

Please remember, these steps cannot be completed until July 2, 2018, unless you receive a phone call from CUA's eBranch staff regarding scheduled transfers and BillPay transactions.