



IMPORTANT NOTICE: UPCOMING SYSTEM CONVERSION

To better serve you, FBFCU will be upgrading to a new core computer system from **Friday, August 29 @ 6PM through Start of Business on Wednesday, September 3rd**. During this time, the Credit Union will be **closed**, and some services will be temporarily **unavailable**.

This conversion will improve your overall banking experience, but it will impact many of our services during the transition. Please review the important information below and take the necessary steps to prepare.

Key Details:

- **Credit Union Closure**
FBFCU will be **closed August 29th @ 6PM – September 3rd Start of Business**. We will reopen on **Wednesday, September 3, 2025 @ 9:00AM**.
- **Account History**
Transactions made **before August 29** will not appear in your new account history. We recommend that you **print or download eStatements and check images** prior to conversion. A paper Statement for August will be mailed to all members
- **Bill Pay**
Bill Pay will be unavailable during the conversion period. Please schedule any payments **before August 29th or after September 3rd** to avoid delays.
- **Card Usage**
 - Debit cards will have **reduced offline limits** during the conversion period (**August 29th @ 6PM– September 3rd @ 9AM**). If you plan to **travel** please notify us in advance.
 - Visa Cards will remain active & available for use during the conversion period
 - HELOC Credit Cards will be unavailable and the new process to access the line of credit will be communicated later
- **Online & Mobile Banking Access**
Online Banking and the current Mobile App will be **unavailable August 29th – September 2nd**.
On **September 3rd**, you will be able to access the **new Online Banking platform** at financialbuilders.org and use the **updated mobile app** to manage your accounts.
- **Login Information for Online Banking & Mobile App (Starting Sept. 3):**
 - **Username:** Your account number (your Account# will be the same on the new system)
 - **Temporary Password:** Last 4 digits of Primary Account Holder's Social Security Number, for business accounts EIN#, (you will be prompted to change it)



Frequently Asked Questions:

Why are we making this change?

To deliver improved service, faster transactions, and stronger security features for our members.

What does this mean for me?

While most of the changes will happen behind the scenes, there will be a few temporary service interruptions and some actions you'll need to take:

Before the conversion on August 29th

- **Download any eStatements you may need.**
Past eStatements will not be available after the conversion. However, you can request printed copies at the branch after the transition.
- **Plan ahead for purchases.**
During the conversion period, there will be reduced spending limits on debit cards.

After the conversion on September 3rd

- Log onto the current Online Banking or Mobile app to change password. Username and Passwords will be the following:
 - **Username:** Your account number (your Account# will be the same on the new system)
 - **Temporary Password:** Last 4 digits of Primary Account Holder's Social Security Number, for Business Accounts EIN#, (you will be prompted to change it)
 - We may need to re-scan your Driver's license on your next visit to the Credit Union, please be patient

What's not Changing:

- Account Numbers
- Member Checks
- Debit Cards
- Credit Cards
- Loans
- FBFCU Routing Number
- Credit Union Hours
- Direct Deposits
- Funds are still insured as before

We appreciate your understanding and patience as we make this important upgrade. Our goal is to provide you with enhanced services and a better overall banking experience.

Thank you for being a valued member of Financial Builders Federal Credit Union.