

Changes to floridacentral's Website, Internet Banking, and Bill Pay

Revised June 21, 2010

floridacentral Credit Union is excited to unveil the upcoming changes to our website, Internet Banking, and Bill Pay. These upcoming changes are being made to make floridacentral Credit Union more efficient and to provide members with a better virtual banking experience.

What's New!:

- **Additional Login Security:** With a new simple layered approach to logging into Internet Banking, members can rest assure that their floridacentral Internet Banking will have additional security.
- **Mobile Banking:** With this convenient new service, members will be able to access their floridacentral Internet Banking through any browser-based mobile device. Members using Mobile Banking can perform account inquires, view history, and move money from one floridacentral account to another.
- **Institution to Institution Transfers:** This great new service will allow members to move money from floridacentral to another financial institution and from another financial institution to floridacentral from the comfort of their personal computer. It's safe, convenient, and free.

Website:

On Tuesday, **June 22, 2010, at 2:00 pm Eastern Time**, floridacentral's current **website and Internet Banking will be unavailable**. It will take several hours for the transition to start taking place. The transition to our new website and Internet Banking is expected to be completed on Wednesday, June 23, 2010. Thank you for your patience

Internet Banking:

On Tuesday, June 22, 2010, floridacentral will transition to its new Internet Banking and will be unavailable after **2:00 pm**. Internet Banking will resume operation no later than Wednesday, June 23, 2010. *Please read the following important information about floridacentral's Internet Banking:*

- **All existing users need to click the link 'ATTENTION ALL USERS, Click Here' to log into our new Internet Banking.**
- Any 'Scheduled and Recurring Transfers' scheduled to be made on Tuesday, June 22, 2010 will be made at the normal time (2:00 pm).
- After the transition is made, members will need to setup their 'Notifications' in the new Internet Banking and will need to review and verify the accuracy of their 'Scheduled and Recurring Transfers'.
- **eStatement Members:** For those members registered for eStatements prior to floridacentral's transition to our new Internet Banking, you simply need to *Accept* an updated eStatements disclosure within our new Internet Banking system after we have made the transition. Your existing list of eStatements will appear shortly thereafter and you will continue to receive your eStatements as you did before.

Bill Pay:

On Tuesday, June 22, 2010, floridacentral will transition to a new Bill Pay system. *Please read the following important information about floridacentral's online Bill Pay:*

- Please read the 'Important Information for Existing Bill Pay Users' on our website for additional important information.
- In order to make this transition, Bill Pay *will be unavailable* from Tuesday, June 15, 2010 until Wednesday, June 23, 2010.
- All payments needing to be made between Tuesday, June 15, 2010 and Wednesday, June 28, 2010 *will need to be scheduled prior* to Tuesday, June 15, 2010.
- The new Bill Pay system will be available again on Wednesday, June 23, 2010.
 - Recurring scheduled bills will carry over; however, any eBills scheduled through an existing Bill Pay account will need to be set up again.
 - After the transition, we ask that all members with recurring scheduled bills to review and verify accuracy of the information (payee data: account number, billing address, due date, etc.)
- Payee data (names, account numbers, addresses, etc): Only original payee information will forward into the new Bill Pay system. Therefore, we ask that all members using Bill Pay to print their current Payee's information, so that the information can be reviewed and verified for accuracy after the transition.
 - Each payee will need to be printed individually.
 - A current bill will also work, so that the address and account number can be verified for accuracy.
- Some payment history will carry into the new Bill Pay system; therefore, we ask that Bill Pay members who wish to print their Bill Pay history do so prior to Tuesday, June 15, 2010.
- All payments scheduled for June 23, 2010 and after will be made through the new Bill Pay system.
- With the new system, bills will be paid electronically or by a physical check with your account information on it just as if you wrote it from your checkbook.
 - If your payment is sent as a physical check, you will be able to:
 - View a copy of these checks in Internet Banking as check images.
 - Place a stop payment on these checks more easily.

Important! Attention Quicken Users: On June 23, 2010, floridacentral will complete its transition to our new Internet Banking and Bill Pay service. If you currently download your floridacentral transactions into Quicken, please read the following important information:

- Within your Quicken account, you will need to take a few simple steps to disconnect from the old Internet Banking and connect to the new Internet Banking site. These Quicken instructions are located on our homepage at www.floridacentralcu.com and by clicking on the *Read More* link at the top of the page.
- Please keep in mind that your initial download may create duplicate transactions, which should only occur on the initial download. Please delete these duplicate transactions.

If you currently use floridacentral's Bill Pay through Quicken, please read the following important information:

- This feature will ***no longer*** be available through our new Bill Pay service. We apologize for this inconvenience and will work to offer this feature again in the future.
- With this change, you will need to delete any scheduled pending or recurring bill payments within your Quicken account. These Quicken instructions are located on our homepage at www.floridacentralcu.com and by clicking on the *Read More* link that the top of the page. Please refer to the document that reads, *Important Information for Quicken Users – Direct Connect*.

Please sign into your Bill Pay account through Internet Banking to review and verify the accuracy of any bill payments scheduled and/or deleted within Quicken.

If you have any questions, please feel free to contact floridacentral Credit Union at (813) 879-3333 or (800) 528-3330.

