



We Have Exciting News! Announcing Our New Core Processing System. How It May Affect You.



Michael S. Ostrowski
CEO and President

Thank you for
being part of Arrha
Credit Union and
our exciting future.

We have great
news!



New and improved
electronic and
automated banking
is coming!

Dear Members,

We have exciting news to share with you! We are upgrading our core processing system to provide you with the latest technologies. Do your banking when and where you want, with upgraded iBanking and iMobile tools, from wherever you have Internet access 24/7. It's easy, fast and secure. The upgraded system will be available with your checking, savings, money market or loan accounts.

Here is what you can expect from our new core processing system:

- Pay bills and your friends quickly and easily.
- View iMobile balances and recent transactions quickly and easily with Fast Balance.
- Improved easy to read statements.
- eStatements are now located conveniently in your online banking site.
- Online account opening for existing members.
- Instant issue Debit Cards.
- Transaction eReceipts.
- Security at your fingertips with Card Valet to deactivate and reactivate your Debit Card.
- Improved iMobile Banking with iMobile Check Deposit.
- Real-Time Alerts for low balance, notice of direct deposit, insufficient funds charge, and address change.
- Customizable Views where you decide your theme and how your account information is displayed.
- Quick Links to access your favorite pages.
- Enhanced Transfers within your account or bank-to-bank.
- Bill Pay to manage when monthly bills are paid, track amount owed, and set up payments.
- And much more!

Our team has been working very hard to help provide you with the latest technology and having a new core processing system upgrade will provide you with even greater convenience and access to accounts virtually...your way...your time. We believe you should be able to do all your banking the way you choose using our latest technology.

IMPORTANT - A MUST READ: If you normally pay your bills on the weekend, Bill Pay will not be available during the technology upgrade weekend Thursday, May 31 after closing through Monday, June 4. We recommend you make your payments prior to 5:00 p.m. on Thursday, May 31. Our branches will be closed on Friday, June 1 and will reopen Monday, June 4 at 9:00 a.m. as we convert. Bill payments scheduled prior to and on Thursday, May 31 will process as normal. However, you will not be able to edit any bill payment or transfers scheduled during the weekend beginning, Thursday, May 31 at 5:00 p.m. to Monday, June 4 at 5:00 p.m. Your previously established payees will remain intact.

We thank you ahead of time for your patience and look forward to offering you the latest financial tools, apps, and technology! Please let us know if you have any questions by simply calling us at 413-732-9812 or emailing memberservice@arrhacu.com.

Sincerely,

Michael S. Ostrowski

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Credit Union

