

## What Do I Need To Do Before Thursday, September 18<sup>th</sup>?

### Branch Access and Hours

The hours of the Lewiston Porter branch will remain the same. Mon - Wed: 10AM - 4PM and Thurs - Fri: 10AM - 4:30PM. The phone number is remaining the same (716) 286-7293. On Thursday, September 18<sup>th</sup>, if you call the branch number, you will be greeted by one of our local member service representatives who will direct your call to the appropriate party. On Friday, September 19<sup>th</sup>, you will have access to all four of our branch locations.

Please note that during the system merge on September 18<sup>th</sup>, there will be a disruption of service. You may not be able to access your accounts via Online Banking or Mobile Banking. Bill Pay will also be unavailable. You will be notified after the system merge when all services will be available.

### Account Numbers

There are no changes being made to checking accounts. Your checks and debit cards will process correctly. Savings accounts and other account types and loans are being changed slightly. You will be able to find your new account numbers within online banking or ask us for a complete listing.

### Online Banking

You will set up an online banking account through iBanking once the system merge is complete. iBanking is our online banking platform where you will set up Bill Pay, transfer money between accounts, and more. You will be notified when this service is available. Please print/save any historical statements that you wish to keep from your current online banking platform. Note that we will have this history available in our internal records should you need it in the future. All future eStatements post upgrade will be available.

### ATM Access

Please utilize the Allpoint Network ATM locator tool on the Lewiston Porter FCU website. If you visit a different ATM, let us know if you incur fees.

### Need To Make A Deposit Or Loan Payment Over The Weekend?

Our Lewiston Porter branch will be closed at 4:30PM on Friday, September 19<sup>th</sup>, reopening at 10AM on Monday, September 22<sup>nd</sup>. If you do not want to hold onto your deposit or loan payment until Monday, make use of the credit union's night depositories available at our branch in Pendleton, Newfane, or Medina. Please Note: Deposits/loan payments dropped off in the night drop on Friday, September 19<sup>th</sup> will be processed on Monday, September 22<sup>nd</sup>.

### Direct Deposit

You will be able to set up direct deposit once system merge is complete. We will notify you when that service is available.

### Using Current Checks

At this time, you can continue to use your Lewiston Porter FCU checks. We will send out a reminder when it is time to order new checks. The first order of checks is complimentary for all Ontario Shores FCU members.

## What Do I Need to Do After The Upgrade?

### Register For An iBanking Account

You will be notified when online banking services will be available. Once this service is available, go to [osfcu.com](http://osfcu.com) and click on the yellow iBanking button at the top of your screen. Select register consumer from the menu below the blue Log In button. Follow the prompts to register. For assistance, please call (800) 439-6000.

### Debit Card Activation

You will be receiving your Ontario Shores FCU debit card before September 18<sup>th</sup>. If you do not activate the card before September 18<sup>th</sup>, you may activate the card now. You may properly dispose of your Lewiston Porter FCU debit card.

### Mobile Banking App

Download the Ontario Shores FCU mobile banking app from the Android or Apple App store and log in with your new online banking credentials. Delete your old LPFCU app.

**Stop into any of our four branches for a new member packet. We look forward to meeting you soon!**

# Upgrade Timeline, Banking, and Service Availability

*In order to perform our system upgrade, there will be a disruption in service on Thursday, September 18<sup>th</sup>. Please refer to the upgrade calendar below.  
Questions? Please contact us at (800) 439-6000.*

	Hours of Operation	ATM Access	Debit/Credit Card Use	Online and Mobile Banking
<b>Wednesday, September 17th</b>	Lewiston Porter Office will be open normal business hours 10AM-4PM	Please utilize the Allpoint Network ATM locator tool on the Lewiston Porter FCU website. If you visit a different ATM, let us know if you incur fees.	Your current Lewiston Porter FCU debit card will work as usual.	You will be able to access your Lewiston Porter FCU app and online banking. If you have questions during this time, please reach out to us at (800) 439-6000.
<b>Thursday, September 18th</b>	Lewiston Porter Office will be open normal business hours 10AM-4:30PM.	There will be service interruptions. You will be notified when ATM access is available.	There will be service interruptions. You will be notified when your Ontario Shores FCU debit card is activated.	The system merge will be taking place. If you have questions during this time, please reach out to us at (800) 439-6000.
<b>Friday, September 19th</b>	Lewiston Porter Office will be open normal business hours 10AM-4:30PM. All other Ontario Shores FCU locations will be open 9AM-5PM.	Our ATMs will be available. Please utilize the Co-Op ATM locator tool on the Ontario Shores FCU website or visit our branch in Newfane, Pendleton, or Medina.	Your Ontario Shores FCU debit will work as usual.	Please reference your email and our website for confirmation when all services are available. For assistance with your financial services, please reach out to us at (800) 439-6000.
<b>Saturday, September 20th and Sunday, September 21st</b>	All Ontario Shores FCU locations are closed.	Our ATMs will be available.	Your Ontario Shores FCU debit will work as usual.	Please reference your email and our website for confirmation when all services are available. For assistance with your financial services, please reach out to us at (800) 439-6000.
<b>Monday, September 22nd</b>	Lewiston Porter Hours: Mon - Wed: 10AM - 4PM Thurs and Fri: 10AM - 4:30PM  All other Ontario Shores FCU locations will be open Mon-Fri: 9AM-5PM.	Our ATMs will be available.	Your Ontario Shores FCU debit will work as usual.	Please reference your email and our website for confirmation when all services are available. For assistance with your financial services, please reach out to us at (800) 439-6000.

*\*Timeline Updates - Important Information: We ask members to check your emails leading up to and during the system upgrade day for any notices on necessary adjustments to the above schedule. While we anticipate adhering to the schedule, adjustments may need to be made as necessary. If you would like your email to be added to our distribution list, please email [marketing@osfcu.com](mailto:marketing@osfcu.com).*