

Important Guide for Upgrade Weekend



Make note of items to be affected by our upcoming RescueNet Upgrade

Are you ready for a new RescueNet?

We're upgrading on June 28




The HFDFCU RescueNet Desktop system and RescueNet Mobile apps that you use for online banking today are being upgraded over upgrade weekend, which starts on **Friday, June 28 at 4:00 pm and goes until Monday, July 1 at 4:00 pm.**

- Our HFDFCU branch will operate normal hours, 8am to 4pm, on Monday, July 1.
- Transactions for HFDFCU accounts will not be available in our HFDFCU branch and at outside shared branch locations throughout upgrade weekend, including all day on Mon., July 1.

Follow these status icons

In this insert, we summarize what was outlined in the **Upgrade Status Guide**, which was included in the last issue of *Your Lifeline* newsletter.

Look for the same status icons below to quickly identify what to expect during upgrade weekend.

-  No interruption
-  Intermittent interruption
-  Interrupted during upgrade weekend

What will not be interrupted?



Most services not affected

The vast majority of products and services will be available, uninterrupted, during upgrade weekend, including:

- Visa® Platinum credit card
- *Debit MasterCard®
- *ATM cash withdrawals
- HFD MRA card purchases
- Check writing & clearing
- Direct deposit & incoming payroll
- Outgoing electronic transfers
- Automatic loan payments
- Account transfers
- Account statements delivery by mail and electronic storage
- Loan applications on HFDFCU.org
- HFDFCU website, HFDFCU.org
- E-Statements system

*Balance inquiries and certain high-dollar transactions may be interrupted.

ATM & Debit MasterCards®



Possible temporary interruptions

During upgrade weekend, intermittent interruptions between the account processing system and your ATM card or Debit MasterCard® may affect balance inquiries and certain high-dollar purchases.

What will be interrupted?



RescueNet Desktop and RescueNet Mobile

Access to the old RescueNet will stop at 4:00 pm, Friday, June 28. Access to the new RescueNet will start on Tuesday, July 2.

Bill Pay via RescueNet

Access to Bill Pay will stop at 4:00 pm, Friday, June 28. Access will start on Tuesday, July 2.

HFDFCU in-branch transactions

Our HFDFCU branch will be open on Monday, July 1, however keep in mind these interruptions:

- HFDFCU transactions will not be available on Monday, July 1.
- Access to outside shared branch credit union accounts at the HFDFCU branch will not be available on Monday, July 1.

Outside shared branch locations

Access to HFDFCU accounts at outside shared branch locations will not be available during upgrade weekend on Saturday and Sunday, June 29 and 30 as well as on Monday, July 1.

We've listed important tips about changes related to RescueNet Upgrade on the next page. →



What to expect when the new RescueNet is released on July 2

Important Tips About Changes Related to the RescueNet Upgrade

RescueNet Desktop Tips

- **User ID and Password**
Your RescueNet User ID will not change. However, your password will be reset to the last four digits of the primary member's tax ID.
Take note of new RescueNet terminology:
 - **USER ID** may be called LOGON ID.
 - **PASSWORD** may be called SECURITY CODE.
- **Multiple User IDs**
If you access a single account using more than one User ID, we will assist you with that.
- **Security image and passphrase**
Your original security questions and security image will be reset. You will be asked to reestablish new questions and to select a new security passphrase.
- **E-Statements will now be included in RescueNet**
You won't need a separate log-in to access E-Statements after July 2. Your statements will be available directly from within RescueNet.
This corrects an earlier update that was prepared far in advance.

RescueNet Mobile Tips

- **Access RescueNet Desktop first to reset your password**
Your first log-in with the new RescueNet should be with RescueNet Desktop to reset your password. After that, you'll be able to access RescueNet Mobile.
- **Update your RescueNet Mobile app**
To access the new RescueNet Mobile, update your HFDFCU iOS or Android app starting Tuesday, July 2.
Take note of which app icons you see.



Old Icon:
Red & Tan Logo
on White Background



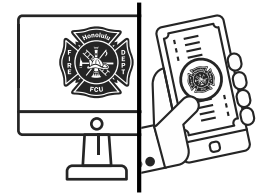
New Icon:
Red & Tan Logo
on Red Background

Bill Pay Tips

- **Still use RescueNet to access Bill Pay**
Bill Pay will remain integrated with RescueNet desktop. Plus, we're adding new features and enhancements. See at right.
- **Payees and transactions will be saved**
Your Bill Pay payees, transactions, and recurring payment set-ups will be saved.
- **Reschedule certain transactions**
During upgrade weekend, Bill Pay transactions will be suspended. All one-time or scheduled transactions scheduled for dates during upgrade weekend will not occur, even if the occurrence is pre-scheduled and saved.
We suggest modifying Bill Pay payment dates if payments or transfers are scheduled to occur on June 28, 29, or 30 or on July 1.

Other Important Tips

- **Account numbers not affected**
Your member number, account number, printed or paper checks will not change.
- **Card numbers and PINs not affected**
Your card numbers, personal identification numbers (PINs), and expiration dates for your cards will not change.
- **Loans and lines of credit not affected**
Your loans and lines of credit will not change. Your due date, payment amount, and interest rate will not change.
- **Electronic transfers and payroll not affected**
Your electronic transfers, payments, direct deposits, and payroll deposits will not change.
- **Teller checks not affected**
All teller checks will continue to be honored.



RescueNet & Bill Pay Feature Upgrades

The new RescueNet and Bill Pay will offer enhancements and upgraded features.

RescueNet Account Alerts

Select from a list of alerts that are sent to you when certain balance, transaction, or other account activity triggers occur.

RescueNet E-Notices

Save paper and time by accessing electronic versions of notices we normally send on paper, like direct deposit notices.

RescueNet Secure Messaging

Send secure messages from within RescueNet to communicate with credit union staff.

Bill Pay Account Transfers

Use RescueNet Bill Pay to transfer funds from your HFDFCU account to any other US financial institution account, including your own or other individuals' accounts.

Bill Pay PopMoney Transfers

Use RescueNet Bill Pay's PopMoney feature to send or receive funds directly to or from individuals by using their e-mail address or mobile number.

Not all members or accounts qualify for all services. Services may require minimum hardware specifications including a data and/or message service or plan, subject to your own data and messaging rates.