

# Products & Services Affected During Upgrade

## Upgrade Status Guide

Over the last weekend in June, our online account access system called RescueNet will be upgraded.

**Some products and services may be interrupted.**

**STARTS 4:00 pm, Friday, June 28**  
**ENDS 8:00 pm, Monday, July 1**

### Products & Services Tied-In to RescueNet and their Status During Upgrade

Fewer than half of the products and services tied-in to RescueNet will be interrupted during this upgrade. We've listed those products or services along with a status for each during this upgrade.

#### Online & RescueNet Services

##### STATUS DURING UPGRADE

■ HFDFCU.org Website	+	No interruption
■ HFDFCU.org Online Loan Applications	+	No interruption
■ E-Statements	+	No interruption
▣ RescueNet Online (Desktop)	*	No access June 29 to July 1
▣ RescueNet Mobile (iOS and Android)	*	No access June 29 to July 1
■ Bill Pay & Pop Money (Desktop & Mobile)	*	No access June 29 to July 1

#### In-Branch Services

##### STATUS DURING UPGRADE

■ HFDFCU Branch Access	*	No access July 1
■ Shared Branch Access at HFDFCU	*	No access July 1
■ Shared Branch Access outside HFDFCU	*	No access June 29 to July 1

#### Card-Related Services

##### STATUS DURING UPGRADE

■ ATM Card Use	✖	Sporadic interruption
■ Debit MasterCard® Use	✖	Sporadic interruption
■ Visa® Platinum Credit Card Use	+	No interruption
■ GoToMyCard.com for Visa® Platinum	+	No interruption

#### Account Services

##### STATUS DURING UPGRADE

■ Check Writing from HFDFCU Account	+	No interruption
■ Direct Deposit & Incoming Payroll	+	No interruption
■ Outgoing Electronic Transactions	+	No interruption
■ Automatic Transfers (Account & Loan)	+	No interruption

#### Loan Services

##### STATUS DURING UPGRADE

■ Loan Applications (Submit & Review)	+	No interruption
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■ = No Upgrade   ▣ = Being Upgraded   + = No Interruption   ✖\* = See Details at Right

### Details About Products & Services Being Interrupted During Upgrade

We've listed details about the products and services that will be interrupted during this upgrade.

#### \* RescueNet Online

Access to the old RescueNet will end on Friday, June 28 at 4:00 pm.

Access to the brand new RescueNet will begin on Tuesday, July 2.

- Instructions on how to access the brand new RescueNet will be posted to our website on July 2.

#### \* RescueNet Mobile

Access to RescueNet with iOS or Android apps will not be available while RescueNet Online is not available.

- Brand new iOS and Android apps will be released by July 2.
- Download and access instructions will be posted to our website.

#### \* BillPay Service

Access to BillPay will not be available while RescueNet Online is not available. Bills, payees, and scheduled payments will be retained.

- We suggest rescheduling payments scheduled for June 28 through July 2 while the system is suspended during the upgrade.

#### \* HFDFCU Branch Access

Our branch will be open on Monday, July 1. However, transactions for HFDFCU accounts will not be available on Monday, July 1.

#### \* HFDFCU Shared Branch Transactions & Access

Access to outside Shared Branch accounts at the HFDFCU branch will not be available on Monday, July 1.

#### \* Shared Branch Access at Outside Locations

Access to HFDFCU accounts at outside Shared Branch locations will not be available on Saturday & Sunday, June 29 & 30 and on Monday, July 1.

- Full access to HFDFCU accounts at outside Shared Branch locations will resume on Tuesday, July 2.

#### ✖ ATM & MRA Cards

Withdrawals or purchases with ATM or MRA cards should not be interrupted. Balance inquiries will not be available.

#### ✖ Debit MasterCard®

Purchases, withdrawals, and cash back with your Debit MasterCard should not be interrupted. Balance inquiries will not be available.

#### More Details at HFDFCU.org

Additional details about this upgrade are listed on our website and in an easy-to-use brochure available in-branch.