



Planned Service Disruption Notice





Dear Credit Union Member,

State Farm Federal Credit Union (SFFCU) will be updating its core banking system software. While banking systems have a longer life span than our home electronics, they eventually must be updated. Much of our work will happen behind the scenes, and our project team has worked to ensure a smooth transition with minimal member impacts and disruptions.

Beginning Friday, August 30 at 5:30 p.m. CDT until Tuesday, September 3 at 7:30 a.m. CDT, SFFCU will be closed and unavailable for all transactions while we upgrade to our new core banking system.

Thank you for your membership and the trust you place in YOUR State Farm Federal Credit Union. We look forward to continuing to serve you in the years to come. Please review this insert for more information regarding this change.

Sincerely,

Steve Gorrie
SFFCU President & CEO

What to Expect

Friday, August 30 at 5:30 p.m. CDT — Tuesday, September 3 at 7:30 a.m. CDT, SFFCU will be closed and unavailable for all transactions.

During this time, there will be **NO access** to the Credit Union, your SFFCU account, new savings and loan applications or supporting documents. This includes:

- Mobile app
- Online Banking
- SFFCU Contact Center
- Chat, including Fin, our virtual financial assistant
- Member Care Station in Bloomington

For More Information

If you have any questions or concerns about the upcoming system update, please visit statefarmfcu.com/coresystem.



Before August 30th

You will not be able to log in to your account to conduct transactions or check balances **after 5:30 p.m. CDT August 30**. Here are some things to consider before service is disrupted:

- Ensure your contact information is correct within the system. In your online account, go to Settings and select the Contact tab to review your information and make any updates.
- Conduct any transfers and deposit checks before **2:00 p.m. CDT Wednesday, August 28** to ensure you have access to funds you may want prior to the Labor Day weekend.
- Print or save any eStatements you wish to retain for your records.

What's Changing

Your New Account Number

Member numbers will become known as account numbers. Account suffixes also will change within the new system.

***Note:** Members may see a few extra zeros before their account number or an extra space in the middle of their number on their statements. The zeros and spaces are not needed to access your accounts or conduct transactions (see example below).*

Your New Statement

Your statement and envelope will have a new look beginning with the September month-end statement mailed in October. Be on the lookout for your new statement, as it will be different from previous months.

Member Information Example

John Smith is an individual member with one member/account number and is not a joint member on any other account.

Account Name	Current Member Number	Current Account Type*	Future Account Type*	Future Account Number
Primary Savings	1234123	S1	S0100	1234123S0100
Secondary Savings	1234123	S2 S2.1	S0200 S0201	1234123S0200 1234123S0201
Vehicle Loans	1234123	L51 L51.1	L5100 L5101	1234123L5100 1234123L5101
Line of Credit	1234123	L19 L19.1	L1900 L1901	1234123L1900 1234123L1901

*Suffix and Sub-Suffix

ACH, Transfers, Direct Deposits

This change does **not** impact existing external transfers, direct deposits and authorized payments. You will not have to reestablish your external transfers within online banking.

Beginning September 3, 2024, to set up any new external transfers, direct deposits or authorized payments, use your new account numbers **without** any leading 0s, spaces or alpha characters such as an S or L. Members should **NOT** substitute a 5 for the letter S or a 7 for the letter L to denote an account type suffix or sub-suffix. **Doing so could delay your transaction.**

***Example:** An ACH payment to your Primary Savings Account will be 12341230100.*

Loans and Payroll Deductions

Members will be unable to submit loan applications or upload supporting loan documents from **Friday, August 30 at 5:30 p.m. CDT to Tuesday, September 3 at 7:30 a.m. CDT**. Applications and loan documents in progress that are not completed by end of day, Friday, August 30 will be processed beginning Tuesday, September 3.

Current payroll deductions set up to repay loans or to deposit money into Share Savings Accounts will remain unchanged.

Stay up to date about the change by visiting statefarmfcu.com/coresystem.



Federally insured by NCUA

State Farm Federal Credit Union
Richardson, TX

06-2024