



**IMPORTANT
NOTICE!**



CHANGE IS COMING

Upcoming System Conversion February 2026

There are big changes ahead at Financial Partners FCU. Beginning Sunday, February 1st your credit union will undergo a data system conversion. This conversion will affect all credit union services, including branch experience, online banking, and mobile banking.

Watch our website for more information and instructions coming soon.

The Financial Partners team is working hard to ensure the conversion process is as seamless as possible for you. We understand that change is intimidating, and the process may include some inconveniences, but we are confident that the new system will not only make the credit union better by introducing updated technology but will also dramatically improve the overall member experience. Thank you in advance for your patience during this positive transition. Should you have any questions regarding this conversion and how it will affect your account, please contact us at 260-632-4245 or 260-627-2111.

What WILL change

- Our online banking site. After conversion, our website will point to our new online banking URL and you will be asked to re-enroll.
- Your online banking credentials. You will receive instructions on how to set up your new online username and password.
- Transactions made before January 31, 2026 will no longer appear in your account history. You must print or download eStatements prior to the conversion.
- Our AnyTime line audio response service will no longer be available.
- Our Cards app and notifications will move from a single sign on within online banking to a stand-alone app with separate login. You will need to enroll in the new cards app.
- Our Bill Pay provider will change. Zelle® will no longer be available and you will need to set up your payees and payments in the new payments system.
- Members who have scheduled your own online banking transfers will need to set up those transfers again. Any transfers set up by FPFCU staff will remain in effect with no changes.
- Your account suffix numbers may be different.

What WON'T change

- Our phone numbers or website address www.financialpartnersfcu.org
- Your direct deposit and automatic payments
- Your account number
- Your credit card number
- Your debit card number and PIN
- Our routing number