

# CONVERSION WEEKEND UPDATE – January 30 through February 1, 2026



There are big changes ahead at Financial Partners FCU. Your credit union will undergo a data system conversion. This conversion will affect ALL of your credit union services, including branch experience, online banking, and mobile banking.

## We're Closing to Upgrade!

When we close at 5pm on Friday, January 30<sup>th</sup>, we will begin our conversion to a more efficient data system. We will be CLOSED on Saturday, January 31<sup>st</sup>.

When we open our doors on Monday, February 2<sup>nd</sup>, we will be ready to serve you on our new system.

## How to be Ready

- **Save your statements.** Account histories for transactions prior to January 30,

2026 will not be available online. Make sure you have copies of your past statements for easy reference. Print or download e-statements prior to January 30<sup>th</sup>. We will have limited access to account histories in our branches.

- **Withdraw cash early.** ATM and Debit Card services will be limited over the conversion weekend. Please try to be prepared for weekend spending ahead of time.
- **Gather your bill pay information.** Our bill pay provider will be changing, therefore all bills you currently pay will need to be reset on the new system. Zelle® will no longer be supported.
- **Update your contact information.** It is essential that we have your updated contact information, including email, phone number, and street address so that we

can contact you with essential details or notify you of issues.

- **Be Patient.** We are training and learning as much as we can, but it is expected that there will be delays and services issues as we navigate this change. Your patience with our staff is imperative.

## What to Expect

- Online banking and mobile app will be unavailable the entire weekend.
- Every member will receive a paper copy of the month end statement for January 2026.
- ATM and Debit Card limits will be temporarily reduced.
- Credit Card limits will not be affected.
- Continue using checks as normal.
- Account numbers will remain the same, however, many suffix numbers will change.