



**BPCU - SERVING  
YOU BETTER!**

**BANKING SYSTEM  
CONVERSION SCHEDULE  
JUNE 5<sup>TH</sup>—7<sup>TH</sup>, 2010**

**FRIDAY, JUNE 4<sup>TH</sup>, 2010**

- Branches open during regular hours
- From 5:30 pm onwards
  - \* Internet and telephone banking will be unavailable
  - \* Interruptions with ATM and debit card transactions may occur.

**SATURDAY, JUNE 5<sup>TH</sup> TO  
MONDAY, JUNE 7<sup>TH</sup>**

- All branches will be closed; Internet and telephone banking unavailable
- Interruptions with ATM and debit card transactions may occur

**TUESDAY, JUNE 8<sup>TH</sup>**

- Branches will be open regular hours and other services will be restored

**Change is Happening in  
2010... To Serve You Better!**

**Prepare Yourself!**

- Ensure you have **alternative payment methods** available for use during the conversion process such as cash, cheque, or credit card
- **Complete electronic bill payments in advance** as Member-Direct internet banking and CU by Phone telephone banking will be unavailable during the conversion process
- **Complete all special in-branch transactions** such as traveler's cheques, money orders, foreign currency, and bank drafts, prior to the branch closures
- **Become informed** by obtaining further information - by reviewing materials that were sent with your statements, visiting your local **BPCU Branch** or logging onto **[www.bpcu.mb.ca](http://www.bpcu.mb.ca)**

**BEAUTIFUL PLAINS CREDIT UNION LIMITED**

**Neepawa 476-3341**

**[www.bpcu.mb.ca](http://www.bpcu.mb.ca)**

**Glenella 352-4475**



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**CHANGE IS HAPPENING IN 2010...  
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On the week-end of June 5th-7th, 2010 we will be converting our current banking system from the Legacy network to the new and improved eroWORKS. We will be working through the week-end to transition to the new system and will be closed for business on Monday June 7th, 2010. We advise there may be disruptions to your banking needs that week-end including the use of your debit card, ATM and internet banking. We will be working hard to minimize the effects these upgrades will have on you, our membership. These changes will not only bring improvements to your everyday banking needs, but also your internet and telephone banking. We appreciate your patience and thank you for your cooperation through this process.

Gord Sylvester  
BPCU General Manager

## ***BANKING SYSTEM CONVERSION SCHEDULE***

### **Friday, June 4th**

BPCU branches will be open regular business hours on Friday, June 4th, with the conversion process to begin after the close of business. We wish to inform you that from 5:30 pm onwards:

- *MemberDirect*® Internet Banking and *CU by Phone* telephone banking services will be unavailable.
- Members may also experience service interruptions with *Member Card*® ATM and debit card transactions

### **Saturday, June 5th to Monday, June 7th**

- All BPCU branches will be closed
- *MemberDirect*® Internet Banking and *CU by Phone* telephone banking services will be unavailable.
- Members may also experience service interruptions with *Member Card*® ATM and debit card transactions

### **Tuesday, June 8th and onward**

Branches will reopen on Tuesday, June 8th with regular business hours.

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# THINGS TO KNOW REGARDING THE UPCOMING BANKING SYSTEM CONVERSION...

- **Member Numbers will be Changing**

  - **Personal Members**

    - Each member will be assigned a member number on an individual basis. This member number will then be attached to all individual and joint accounts that the member is associated with.

    - If you are a member with multiple membership numbers under our current system you will have only one member number going forward. All accounts within each of your membership numbers will be accessible with your new member number.

  - **Business and Organization Members**

    - For business, associations, and other organizations, all existing separate memberships will be assigned a new member number. If multiple memberships were utilized by the same organization they will all show with one member number going forward.

- **Internet and Telephone Banking**

  - Our *MemberDirect*® Internet Banking and *CU by Phone* telephone banking services will both be slightly different and will require new log-in procedures following the conversion to the new banking system.

  - **Additional information regarding telephone and internet banking follows. Further information will be communicated by a direct mailing to the members who utilize the services as well.**

- **Possible Service Disruptions**

  - *MemberDirect*® Internet Banking and *CU by Phone* telephone banking will be unavailable during our conversion process. Additionally, interruptions in service regarding the availability of *Member Card*® ATM and debit card transactions will be occurring.

- **How to Prepare for the Conversion**

  - **Have alternative payment methods available**

    - As mentioned members may experience service interruptions with their *Member Card*® ATM and debit card transactions during our conversion process. As a result we recommend that members have alternative payment methods available, including cash, cheques, or credit cards.

  - **Complete electronic bill payments**

    - If you are one of our many members who pay bills electronically over the internet or with telephone banking, we suggest that you make those payments prior to our conversion week-end as internet and telephone banking services will be interrupted during the conversion process.

  - **Special in-branch transaction completion**

    - Due to branch closures associated with the conversion process, we ask that you complete all special in-branch transactions or services, such as travelers cheques, money orders, foreign currency, and bank drafts, be completed prior to the branch closures.

Along with the changes outlined in previously with respect to our banking system conversion here at Beautiful Plains Credit Union Ltd. we wish to inform you of the following changes that will be seen in respect to your accounts:

- **New statement look and format.** Following our banking system conversion, member statements will have a new look and format. **Personal Banking statements cut off will be the 4th of the month;** statements for our Agricultural accounts, as well as our Business and Organization accounts, will remain with the end of month statement cycle. **You will receive a statement to you personally, not a membership number.** Since membership numbers will no longer exist following the conversion process, your statements will be attached to you personally. Therefore all accounts that you are an owner of will appear on 1 statement. If you require changes to how your statements are being combined, talk to a representative at your local BPCU Branch following the conversion process and we will be happy to help.
- **Internet Banking**  
**Your LOG IN Access will require a new, temporary PAC number.** Further information regarding the changes to your PAC for internet banking will be communicated to those members who utilize the service in a separate mailing.  
**All your account history prior to conversion will be unavailable on the internet banking site post conversion.** All of your account history will be available on your monthly account statement provided by BPCU. If you are one of the members who utilizes the account history area within the internet banking site we recommend that you print a copy of your history just prior to the conversion date of June 4, 2010.  
**Any bill payments that you have set up in MemberDirect will be reset and need to be re-entered.** We advise you to print or record all of your bill payments within the MemberDirect system for easy re-entry following conversion. Beautiful Plains Credit Union Ltd. does not maintain a record of these accounts, they are your private information and BPCU will not be able to provide you with this information.  
**All favorites set up for the CU@Home internet banking site prior to our conversion will need to be refreshed.** As we will be changing internet banking providers as part of this conversion the current favorite links that you have established will no longer work and will have to be reset. Please visit our website @ [www.bpcu.mb.ca](http://www.bpcu.mb.ca) after conversion and use the link on our home page to access the new internet banking site.

- **Telephone banking**

**All telephone banking information will be reset during conversion process.** All of your information entered into the telephone banking system will be reset during conversion to protect your personal information.

**New login procedures will be occurring with the telephone banking system.** Post conversion logins to the telephone banking system will require you, the member, to have an active Member Card. If you do not have a Member Card please visit your local Beautiful Plains Credit Union branch to order a card.

**A temporary PAC will be required upon first login following Conversion.** Further information regarding the PAC required to access the telephone banking system, along with the new phone number required to access the system will be mailed in a separate mailing directly to those members who utilize the service.

**All bill payment accounts that you have entered onto the telephone banking system will be reset during the conversion.**

**The staff and management of Beautiful Plains Credit Union Ltd. thanks you for your patience during this time of change. These changes will allow us to better serve the needs of all our members, now and in the future.**



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