

# Core System Conversion



## FREQUENTLY ASKED QUESTIONS

### GENERAL QUESTIONS

#### **What is a core processing system?**

Our core processing system, also known as a core system, is the software that manages our major banking functions. These functions include:

- Opening and managing accounts
- Originating and serving loans
- Processing cash deposits and withdrawals
- Maintaining account holder information
- Processing transactions
- And more

#### **Why is Insight changing its core system?**

In an effort to improve our services, efficiency, and better serve our members we are changing our core system. Our new core system will allow us to offer you more capabilities, product offerings, and enhance your banking experience with us.

#### **When will the core system conversion take place?**

Our core system conversion will take place the weekend of November 15, 2019.

#### **Will Insight locations be open during the core system conversion?**

No, all Insight Credit Union Offices will close at 6pm on Friday, November 15 and remain closed until Monday, November 18. All branch locations with Saturday hours and our Member Support Center will be closed on Saturday, November 16.

#### **Will all Insight locations resume normal business hours on Monday, November 18?**

The Member Support Center will resume normal business hours at 8am on Monday, November 18. All branch locations will reopen at 1pm on Monday, November 18.

All Insight Credit Union offices will resume normal business hours on Tuesday, November 19.

#### **Can I access Insight Online, Mobile Banking or Remote Deposit during the core system conversion?**

Unfortunately, Insight Online, Mobile Banking and Remote Deposit will be unavailable beginning at 6pm on Friday, November 15 through Sunday, November 17.

Please plan accordingly and conduct any time-sensitive transactions prior to 6pm on Friday, November 15.

After Conversion Weekend, you will need to download our new Mobile Banking App.

#### **Can I access my funds at an ATM or via my Insight Smart Check debit card during the core system conversion?**

You will have access to your funds Conversion Weekend via Visa debit cards, credit cards and checks.

Insight Credit Union ATMs will be available during the Conversion Weekend, however balance inquiries will be unavailable through the weekend and balances will not be printed on ATM receipts.

Items placed in the Night Drop boxes and deposits made at ATMs will be processed by the close of business on Monday, November 18.

#### **Do I need to order a new Insight debit or credit card?**

No, your Insight ATM and Visa debit cards and credit cards will continue to work as usual after the conversion.

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### **Will my Insight credit card work during the core system conversion?**

Yes, Insight Visa Platinum credit cards will continue to work as usual during Conversion Weekend.

Insight Online will be unavailable starting at 6pm on November 15 to Monday, November 18 at 8am so any payments due during that time should be made prior to 6pm on Friday, November 15.

### **Do I need to order new checks?**

The core system conversion will not impact our checks and you may continue to use your current supply.

### **Can I apply for a loan during the core system conversion?**

No loan applications will be accepted, and no loans will close or fund during Conversion Weekend.

We will resume taking online applications on Monday, November 18 at 8am. All branch locations will reopen at 1pm on Monday, November 18 at which time we will accept in person applications.

Please contact your Financial Services Representative or Business Relationship Officer regarding any time-sensitive loans or loan requirements prior to Friday, November 15 at 6pm.

### **When will Insight reopen for business?**

Our Member Support Center will resume normal business hours on Monday, November 18 and all branch locations will open at 1pm.

All Insight Credit Union offices will resume normal business hours on Tuesday, November 19.

### **When will items placed in the Night Drop or deposits made at Insight ATMs during Conversion Weekend post?**

Items placed in the Night Drop boxes and deposits made at Insight ATMs during Conversion Weekend will be posted by the close of business on Monday, November 18.

## MEMBER NUMBER QUESTIONS

### **Is my member number changing?**

For members with only one membership or one member number, your member number will remain the same.

For members with more than one membership or multiple member numbers, all accounts will be consolidated to your oldest active member number.

New! This will allow you to manage all of your accounts in one place! You will no longer need to sign into each membership!

Plus, primary account owners who are also a joint owner on an account under a different member number will see a consolidated view of those accounts in Online and Mobile Banking.

## DIRECT DEPOSITS, AUTOMATIC PAYMENTS AND TRANSFER QUESTIONS

### **Will my direct deposit or automatic payments continue to post after the core system conversion?**

Yes, direct deposits and automatic payments (ACH), received by Insight Credit Union on Friday, November 15 will post as they normally would. We anticipate no disruption to direct deposits or ACH payments. You will not need to set up reoccurring payments such as SunPass, PayPal, Duke Energy or gym memberships for example.

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## FREQUENTLY ASKED QUESTIONS

### **Will my automatic transfers between my Insight accounts continue to post after the core system conversion?**

If you currently have cross account transfers set up to accounts you are not a joint owner on, you will need to set them up again. You will need the member's name and account number to do so.

## DIVIDEND QUESTIONS

### **Will dividend payments be affected by the core system conversion?**

Rest assured, you will receive all the interest owed to you in the month of November. It may however, be reflected in two credits, one on each Statement for the month of November, or in one full credit on the second Statement you receive.

### **Will interest on my Incentive Checking Account be affected by the core system conversion?**

Members with an Incentive Checking account will receive the higher interest rate on balances up to \$20,000 for the entire month of November, even if the criteria is not met. Interest will be paid once and be reflected on the second Statement you receive.

## ONLINE AND MOBILE BANKING QUESTIONS

### **Will Insight Online and the Mobile Banking App be available during the core system conversion?**

Unfortunately, Insight Online, Mobile Banking and Remote Deposit will be unavailable starting at 6pm on Friday, November 15 through Sunday, November 17. Please plan accordingly and conduct any time-sensitive transactions prior to 6pm on Friday, November 15.

### **Will I use the same username to log into Insight Online and the Mobile Banking App?**

For Insight Online users with only one login or username, your username will remain the same.

For Insight Online users with more than one login or username, the username associated with your oldest active membership or member number will be your only username going forward.

### **Will I use the same password to log into Insight Online and the Mobile Banking App?**

No, all Insight Online users will be issued a one-time temporary password to log into the new Online Banking platform for the first time after Conversion Weekend.

For security purposes, please log into Insight Online prior to 6pm Friday, November 15 for more information about your one-time password.

### **Will I need to set up a new password and security questions in Insight Online?**

Yes, all Insight Online users will be required to enter a new password and set up new security (multi-factor authentication) questions when logging in to the new Online Banking platform for the first time.

### **How soon after the core system conversion should I log into Insight Online?**

Members are encouraged to log into the new Online Banking platform soon after Conversion Weekend.

Insight Online users that do not log into the new Online Banking platform by December 31, 2019, will need to re-enroll. All existing settings, preferences, alerts, etc. will need to be re-established.

### **Will check images be available in Insight Online for checks clearing prior to November 15?**

Yes, check images for checks clearing prior to November 15 will be viewable in the new Online Banking platform.

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### BILL PAY QUESTIONS

#### **Will Bill Pay be available during the core system conversion?**

No, Bill Pay will be unavailable starting at 6pm on Friday, November 15 through Sunday, November 17.

#### **Will previously schedule payments process as usual after the core system conversion?**

Yes, previously scheduled bill payments will occur as scheduled. However, no new bill payments may be scheduled during Conversion Weekend.

#### **Will I need to re-enter any of my bill pay information after the core system conversion?**

For members who use Bill Pay under only one Online Banking login or username, your current Bill Pay set up will remain the same. No action is required on your part.

#### **What if I use Bill Pay under multiple Online Banking logins?**

For members who use Bill Pay under more than one Online Banking login or username, your only surviving Bill Pay set up will be the one connected to your oldest active membership or member number.

If you have active payments scheduled in multiple Bill Pay set ups, action is required on your part!

You will no longer be able to access your non-surviving Bill Pay set ups after 6pm November 15, 2019.

All payees, scheduled payments, automatic payments, and your payment history in your non-surviving Bill Pay set ups **will not be** converted to the new Online Banking platform.

**IMPORTANT:** Any scheduled and/or automatic payments that are not deactivated in your non-surviving Bill Pay set ups will continue to draft from your account.

Members with Bill Pay set ups under multiple Online Banking logins or usernames, are encouraged to contact us at 407.426.6000 or toll-free 888.843.8328, option 8, for additional information and instruction.

### STATEMENT QUESTIONS

#### **Will my monthly Statement change?**

We're enhancing the layout of our Statements make them easier to read. Please note, some of our account and transaction descriptions may change slightly.

#### **Will I still receive one Statement for the month of November?**

No, you will receive two Statements for the month of November.

The first Statement will reflect account activity from Nov. 1 to Nov. 15.

The second Statement will reflect activity from Nov. 16 to Nov. 30.

Rest assured, you will receive all the interest owed to you in the month of November. It may however, be reflected in two credits, one on each Statement for the month of November, or in one full credit on the second Statement you receive.

Members with an Incentive Checking account will receive the higher interest rate on balances up to \$20,000 for the entire month of November, even if the criteria is not met. Interest will be paid once and be reflected on the second Statement you receive.

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### **If I currently receive eStatements, will I continue to receive them electronically after the core system conversion?**

Yes, members who have elected eStatements will continue to access them in Insight Online like you always have; however you will receive a paper Statement for account activity from Nov. 1 to Nov. 15.

### **Will I be able to view my previous eStatements in the new Online Banking platform after the core system conversion?**

Unfortunately, eStatements in our current Online Banking platform **will not** be converted over to the new platform. We encourage you to download any eStatements you wish to keep **prior** to November 15.

## LOAN QUESTIONS

### **Will my automatic loan payment transfers continue to post after to core system conversion?**

Yes, automatic loan payment transfers or those set up to autodraft will continue to post after the core system conversion. No action is required on your part.

### **Will I be able to apply for a loan during the core system conversion?**

Unfortunately, no loan applications will be accepted during Conversion Weekend.

### **Will I be able to close my loan during the core system conversion?**

Unfortunately, no loans (personal or commercial) will close during Conversion Weekend. Please contact your Financial Services Representative or Business Relationship Officer regarding any time-sensitive loans or loan requirements prior to 6pm Friday, November 15.

### **My loan payment due date is during Conversion Weekend. Will I be able to make a payment?**

No, you will not be able to make payments on any Insight Credit Union loan (personal or commercial) in person, online or by phone beginning at 6pm on Friday, November 15 through Monday, November 18 at 1pm. Please plan accordingly.