



People Helping People

A Publication for the Members of First Nebraska Credit Union

SOFTWARE UPGRADE COMING SOON!

From the President

Hopefully by now, you've seen our notices about our software upgrade, either online, in the mail or via email.

We are planning this upgrade to stay ahead of the technology curve with innovative products and services, and set our credit union up for future growth so that we can be around for generations to come.

Continue to watch for more information as we get closer to conversion time. During this period (Oct. 31–Nov. 4), please check our website for any breaking news and information.

Please take a moment to read through the brochure sent at the end of September, as it includes important dates of service interruptions and information.

Because we will be closed Nov. 1–2, and our services will be interrupted for the system upgrade, please plan accordingly. Below is a checklist of things to do before the conversion.

We know this will be an inconvenience and we apologize, but you will love the efficiencies it will bring!

Thank you!

Sincerely,
Ann M. Loftis
President/CEO



CHECK
online

[firstnebraska.org/
software-upgrade](http://firstnebraska.org/software-upgrade)



ONLINE
BANKING



MOBILE
BANKING



BILL
PAY



REMOTE
CHECK
DEPOSIT



PHONE
BANKING

We will be
CLOSED
Friday, Nov. 1
and Saturday, Nov. 2
FOR OUR SOFTWARE UPGRADE

Balances will not be viewable
from 7 pm, Thursday, Oct. 31
through Sunday, Nov. 3.

YOUR CHECKLIST:

On or before Friday, Oct. 25

- If you use Bill Pay and have payments scheduled to be sent after Oct. 25 they will NOT be processed. You must make other payment arrangements.

On or before Thursday, Oct. 31

- Log into online or mobile banking, or use Phone Banking, to check your balances or to transfer funds. (Balances will not be viewable from 7 pm Thursday, Oct. 31 through Sunday, Nov. 3.)
- Consider going to a branch to get cash as needed for the weekend.
- If you have a check to deposit, bring it to a branch, use Remote Check Deposit (before 7 pm), or leave it in a depository box (before 5:30 pm).

Friday, Nov. 1 – Sunday, Nov. 3

- Use your Debit and/or ATM card, or write a check to make payments or purchases.
Debit card purchase limit = \$700 per day.
ATM withdrawal limit = \$400 per day.

Monday, Nov. 4

- Enroll in the new Online Banking.
- Enroll in eStatements (within Online Banking).
- Enroll in the new Bill Pay (within Online Banking).
- Enroll in Mobile Banking. Download the new Mobile Banking app. Delete the old apps (FNCU & DeposZip app, if used).
- Establish new eAlerts (within Online Banking).
- Enroll in the new Phone Banking by calling (531) 600-6797 (save this number in your contacts).

INTERRUPTION OF SERVICES

View the calendar
for important cut-off dates at
firstnebraska.org/software-upgrade.

THUR.	FRI.	SAT.	SUN.
OCT. 31	NOV. 1	NOV. 2	NOV. 3



We'll be closed for the following holidays:

Columbus Day - Closed Monday, Oct. 14.

Veterans Day - Closed Monday, Nov. 11.

Thanksgiving Holiday - Closed Thursday, Nov. 28.
Lobbies closed on Friday and Saturday, Nov. 29–30
(Drive-thrus OPEN).

Christmas Holiday - Lobbies closed on Tuesday, Dec. 24
(Drive-thrus OPEN 8 am–12:30 pm).

Closed Wednesday, Dec. 25.



ONLINE & MOBILE BANKING

Our most popular service is Online Banking and the Mobile Banking app. Whether you're using one or both of these now, you will definitely want to enroll in the new versions, which will be easier, more robust, and user-friendly!

New features include:

- You won't need to enroll in Online Banking in order to use the Mobile Banking app. Use one or the other, or both!
- Online Banking and Mobile Banking will use the same login credentials. No need to remember two different ones!
- You will be able to view all other FNCU accounts you are associated with, all in one place.



Starting Nov. 4, enroll in our new Online Banking by visiting our website, firstnebraska.org, and follow the on-screen prompts, and/or download the new Mobile Banking app.

BE READY FOR *better!*

UPGRADE QUESTIONS

Frequently Asked Questions (FAQs) about the upgrade are available on our website, firstnebraska.org/software-upgrade.

Here is an example:

If I get paid on Nov. 1, how can I access my funds?

- If you get paid via direct deposit, refer to your paycheck stub for your deposit amount.
- You can still use your FNCU Debit and/or ATM card to access your funds. Debit Cards will have a daily limit of \$700, and ATM Cards will have a daily limit of \$400.
- If you need to make a large payment or purchase, write a check, or consider having some extra cash on hand during this time.
- If you get paid with a paper check, please leave it in our night depository box (at any of our branches) from 5:30 pm Thursday, Oct. 31 through Sunday, Nov. 3. Deposits will be processed on Monday, Nov. 4.

BILL PAY



Simplify your finances!

How do you pay your bills?

If it involves checks, stamps and envelopes, OR driving around town, then keep reading...

Bill Pay is the perfect solution! Make life easier for yourself! Save time and money with Bill Pay, and pay any person or bill online or with your mobile device.

Log into one place to make all your payments! Once you type in the information, you'll never have to do it again. And you have complete control over when the payment is sent.

But make sure you sign up Nov. 4 or later, because our new Bill Pay service will be even better and easier!

Need something else to entice you? How about \$500!?

Requirements for using Bill Pay:

- Enrolled in Online Banking or Mobile Banking app
- Enrolled in Bill Pay
- Have an FNCU Checking Account

\$500 BILL PAY GIVEAWAY!

STARTING NOV. 4, re-enroll or sign up for our new Bill Pay service and set up a payee, and you'll be automatically entered to win a \$500 Visa® gift card!*

We'll help one lucky winner pay some bills!



* Nov. 4–Dec. 7, 2019. Your name will be automatically entered into the Promotion when you sign up or re-enroll for our new Bill Pay system **AND set up a payee**. One (1) winner will be randomly selected from eligible entries, and will receive a \$500 Visa® Gift Card. Gift card is subject to terms/conditions of use as indicated thereon, which may include expiration date (where legal). Need not be present to win. For full contest rules, see firstnebraska.org/billpay500.

HOME LOANS

Looking for a new home or to refinance your mortgage?

Get your home loans
HERE!

If you have a mortgage with someone other than FNCU, give us a call to see if we can save you money!

We have competitive rates and low closing costs.

All loans subject to approval. Rates, terms and conditions vary based on creditworthiness, qualifications and collateral conditions.

EXPANDING TO ELKHORN

Our new branch in Elkhorn is taking shape, and we're excited to open in 2020! Look for more information in the future, and watch the progress at 20241 Manderson St. (near 204th and Maple).



firstnebraska.org
(402) 492-9100 or (800) 882-0244

FNCU NMLS# 416540
Federally insured by NCUA.

