

## eALERTS



**IMPORTANT:** Alerts from online banking will stop on Friday, June 28th at 3:30 PM.

Any alerts will not transfer from the previous online banking service and must be re-established.



**TAKE ACTION:** Enroll in online banking or mobile banking to setup Alerts in the new system.

## INTERNAL TRANSFERS

- Transfers set up through online banking will need to be set up again.
- Internal transfers established at the branch will transfer over to our new system.

## DIVIDENDS

- Dividends will be posted effective June 30th.
- Accrued dividends on certificates will transfer to the new system.

## MINIMUM BALANCE

The minimum share for all primary savings accounts will remain \$5.00.

Look for these icons throughout the upgrade



**IMPORTANT**  
info



Take  
**ACTION**



**PLAN**  
ahead



Good to  
**KNOW**



**CHECK**  
online

## DEBIT CARDS



**IMPORTANT:** Debit cards will function as normal, but may have lower limits during our conversion. Please plan ahead and have sufficient cash on hand.

Starting Friday, June 28th through Monday, July 1st, Debit cards will have the following limits:

- Debit card purchase limit - \$500 per day.
- ATM withdrawal limit - \$500 per day.

## DIRECT DEPOSIT/AUTOMATIC PAYMENTS



**IMPORTANT:** Direct Deposits due to post on Friday, June 28th will post as normal. Refer to your paycheck stub for your deposit amount. During the conversion, use your Debit card to access your funds. (Note the lower limits as listed above).

- You do not need to make any changes with your employer and your Direct Deposit will continue as normal.
- Any Direct Deposit transfers currently setup to transfer to other ROCMON accounts will continue with the new system.
- Once the conversion is complete, any scheduled payments will be processed.

For more information about our software upgrade, visit [rocmon.org](http://rocmon.org)

## Frequently Asked Questions

### Will my Account Number or Debit Card Number change?

- No. Your account number will remain the same. The account descriptions you see in online banking and on your statements will remain the same.

### If I get paid on July 1st, how can I access my funds?

- All funds received by June 28th dated July 1st will be deposited on June 28th. If you get paid via direct deposit, refer to your paystub for your pay amount.
- You can still use your ROCMON Debit card to access your funds.
- Debit cards may have a lower daily limit, please contact the credit union for details.
- If you need to make a large payment or purchase, write a check, use another card, or consider having extra cash on hand during this time.

### How will I access my online banking?

- The new online banking system will be located in the same place on our website, on the home page at [www.rocmon.org](http://www.rocmon.org) beginning July 1st.

### These and many other FAQs are listed on our website i.e.:

- Can I view my transactions during the conversion?
- What are Bill Pay, eAlerts, eNotices, and eStatements?

More FAQs listed at [rocmon.org](http://rocmon.org)

CORE SYSTEM UPGRADE CALENDER				
June 28	June 29	June 30	July 1	July 2

Don't miss the calendar on the back of your letter. It includes important cut-off dates.



Rochester & Monroe County  
Federal Credit Union

**BE READY**  
*TO Upgrade!*

**SOFTWARE UPGRADE**

*Better* TECHNOLOGY

*Better* SERVICES

*Easier* ACCESS

*Robust* APP

*More* EFFICIENCIES

**Interruption of service**  
**June 28 - July 1**



**ONLINE**  
**BANKING**



**MOBILE**  
**BANKING**



**BILL**  
**PAY**



**REMOTE**  
**CHECK**  
**DEPOSIT**

## ONLINE BANKING



**IMPORTANT:** Online Banking will not be available beginning Friday, June 28th at 3:30 PM, until Monday, July 1st.

Starting July 1st our new online banking service will be available by visiting our website at [rocmon.org](http://rocmon.org) and following the on-screen prompts. You will need to enroll for access.

Prior to creating a new user ID and password, you will be asked for:

- Your member number (primary account number).
- Last four-digits of the primary account holder's social security number.
- Other identifying information.

New features include:

- Access to view other ROCMON accounts you are associated with.
- Ability to create nicknames for your accounts.
- Enrollment in eAlerts.

Transaction History:

- By enrolling in our FREE eStatement service, you will have access to 3 months statements and account history.

Transfers:

Recurring transfers previously set up in online banking will need to be re-established when you enroll in the new online banking or mobile banking app.



**PLAN AHEAD:** Make sure to take care of any online banking needs you have (check your balance, transfer funds, etc.) prior to 3:30PM on June 28th.

## BILL PAY



**IMPORTANT:** Bill Pay will not be available Friday, June 28th at 3:30PM - Monday, July 1st.

Beginning July 1st, enroll in our new Bill Pay service, which will be available within online banking and mobile banking.

Features include:

- Access within online banking and mobile banking.
- Ability to login to receive eBills from creditors.

**IMPORTANT** INFORMATION FOR EXISTING BILL PAY USERS:

- All Bill Pay users will need to enroll in our new Bill Pay service, iPay
- Payee information will NOT transfer from the old bill pay service.
- **You will not be able to add, delete, modify, or schedule payments during the conversion.**
- Payments scheduled to be sent before June 28th will be processed as normal.



**PLAN AHEAD:** Current bill pay users will need to enroll in our new pay bill service. No payments will be made between June 28th and July 1st.



**TAKE ACTION:** Starting July 1st enroll in our new Bill Pay service to establish payees and initiate payments.

**FAQs listed at**  
[rocmon.org](http://rocmon.org)

## MOBILE BANKING



**IMPORTANT:** Mobile Banking will not be available beginning Friday, June 28th at 3:30PM, until Monday, July 1st.

Our new Mobile Banking app will be available for download starting July 1st from the Apple App Store or Google Play. **(Update your old ROCMON mobile banking app.)**



Good to  
KNOW

**GOOD TO KNOW:** When you sign up for Mobile or Online Banking the same username and password will work for both logins.

Features available with this free service will include:

- New options for log-in include touch ID or facial recognition.
- New Bill Pay service, which includes eBills.
- eStatements.
- Improved Remote Check Deposit.

## eSTATEMENTS



**IMPORTANT:** eStatements will not be available after 3:30PM Friday, June 28th.

Starting Monday, July 1st, enroll in FREE eStatements through our new online banking or mobile banking app.

- When you enroll, you will have access to the last 3 months of eStatements.
- If you currently receive eStatements, please login to online banking and download all statements prior to the conversion.

## REMOTE CHECK DEPOSIT



**IMPORTANT:** Remote Deposit will not be available from Friday, June 28th at 3:30PM until Monday, July 1st.

Once you enroll in Mobile Banking, you will be able to access our new Remote Deposit system, which allows you to deposit checks by taking a picture on your mobile device. Remote Deposit will be available starting Monday, July 1st.

**For more information about our software upgrade, visit**  
[rocmon.org](http://rocmon.org)