

**WE NEED A  
WEEKEND**

**September 25-28**

**LIMITED ACCESS TO YOUR ACCOUNT**

We are updating our data system to better meet your banking needs.



**VERY IMPORTANT**

**Bank Statements** - This month you will receive two statements. Your regular September statement and a statement printed on September 25. Normal statement cycles will resume after September 25.

**WHAT DOES CHANGE**

**Mobile Banking App** - We have a new WCF Bank Mobile App. You will want to download from Apple iTunes or Google Play. The applications will be available on September 28. The app is called *WCF Bank*.

**Online and Mobiliti Banking ID** - When you logon beginning September 28, your Online Banking ID will remain unchanged, however; your password will be reset to the last 6 digits of your social security number. You may change your password in online banking or Mobiliti. You will also be prompted to update your security questions.

**WHAT DOES NOT CHANGE**

**Account Number** - Your account number will not change.

**Automatic Deposits and Payments** - All direct deposits coming into your account and payments you set up to be taken out of your account will not change.

**Bill Pay** - All payee information and scheduled bill payments; All payee information and scheduled bill payments will not change.

**Debit Card/ATM Card Number** - Your card number will not change.

**Online Banking and Mobiliti Mobile Banking** - Your login ID will not change, however; your password will be reset to the last 6 digits of your social security number. New security questions will be established.

**Telephone Banking** - Your password will not change.

**Transaction History** - Your available transaction history will not change. It may, however; take a few days for all of the transactions to migrate over to the new system. You may see only partial histories until this completes.

**Loan Payments** - Continue to make your loan payments as you have. Automatic payments will continue as usual.

**Website** - Our website is unchanged: [www.wcfbank.com](http://www.wcfbank.com)

**IMPORTANT DATES**

**Friday, September 25**

**Bank Statements** - Statements are generated and mailed to all clients

From 3:00 p.m. to Monday, September 28 morning, you will not have use of Online Banking, Bill Pay, Mobiliti or Telephone Banking services. During this time, you will only see a snapshot of your account status as it was on Friday afternoon. You will not be able to transfer funds or perform other actions until Monday, September 28, 2020.

**Saturday, September 26**

Lobbies and Drive-ups closed.  
ATMs remain available.

**QUESTIONS?**  
Call us at 866-263-0293

We want this system update to be as seamless for you as possible.

**Monday, September 28**

Transition to enhanced banking platform complete

**Mobiliti Mobile Banking\*** - Download the new application "WCF Bank" and begin using  
**Online Banking/Bill Pay\*** - Back in service at approximately 10:00 a.m.

**Telephone Banking** - Back in service at approximately 10:00 a.m.

*\*You will be prompted to change your password from the last 6 digits of your social security number.*