



Upcoming Core Processing Conversion Notice

We appreciate your membership with Indiana Lakes Federal Credit Union. Since 1977, our mission has centered on excellent member services, quality products, and competitive rates. To meet our long-term growth objectives and continue to provide excellent member service, we are converting to a new core data processing system. The core system, which stores and processes all data and transactions, will upgrade on Tuesday, November 1, 2022. Our staff is preparing, training, and testing the system and will continue to do so in the days and weeks leading up to the conversion. While most changes are seamless and behind the scenes, we anticipate short-term service disruptions at the time of conversion. We apologize for any inconvenience this may cause and thank you in advance for your patience.

Planned Service Disruption

The credit union will be CLOSED to members at Noon on Monday, October 31, 2022 and will REOPEN at 9:00 am Wednesday, November 2, 2022.

The following services will be impacted:

Online banking (Perfect Teller) will be unavailable from Noon Tuesday, October 31, 2022 until Wednesday, November 2, 2022.

For statements prior to Monday, October 31, 2022, you will need to print them prior to October 31, 2022. In addition, you may obtain these statements at the credit union. The credit union will have statements prior to conversion, and they will be mailed to all members, however they will not be available in Online banking (Perfect Teller).

Mobile banking will be unavailable from Noon Tuesday, October 31, 2022 until Wednesday, November 2, 2022.

ATM & Debit Cards will have limited services from Noon Tuesday, October 31, 2022 until Wednesday, November 2, 2022.

How To Prepare for this Upcoming Conversion

Since services will be limited during the conversion period, please have alternative payment methods available such as cash, credit cards, and checks during this conversion period.

Complete necessary transactions prior to close of business at Noon on Monday, October 31, 2022. If you use Online Banking History to balance your checking account, balance your account prior to close of business at Noon on Monday, October 31, 2022. Audio Response (Sybil) will be unavailable after Noon on Monday, October 31, 2022.

Log into online Banking (Perfect Teller) prior to Noon on Monday, October 31, 2022 to download or print your statement account history. After the conversion, account history will NOT be available in Perfect Teller for dates prior to the conversion.

NOTE: ACCOUNT NUMBERS AND FORMAT WILL NOT BE CHANGING.

NEW ONLINE BANKING AND NEW MOBILE BANKING APP

Part of the conversion involves switching to the online banking platform offered by our new processing system. ALL MEMBERS will need to RE-ENROLL in online banking and accept the user agreement after the conversion is complete. We will have user guides for the new system available in the lobby and online at the www.ilfcu.org website. A new Mobile Banking App will also be available for downloading to your Android or Apple device.

Since access to our current online banking system will be terminated at Noon, Tuesday, October 31, 2022, our e-Statement members would not have time to view their October 2022 statements prior to the shut-off. We will therefore be mailing paper statements to ALL members for October, 2022. After the conversion, you will automatically be re-enrolled in e-Statements when you sign up for the new online banking product. (Can't wait to receive your paper statement in the mail? Contact our staff now to request that a copy of your statement be ready for pickup at the credit union on November 2, 2022.

Frequently Asked Questions

Why is a computer system upgrade necessary? The reason is two-fold: 1) Our previous core system provider decided to retire and set a date of December 31, 2022 when that system would no longer function. 2) At the same time, replacing the 1990's technology will bring ILFCU into the 21st Century by utilizing new technologies to process transactions more quickly, and ultimately provide you superior member service.

Is my personal and financial information safe and secure? Yes, we will continue to adhere to industry best practices to safeguard your personal and financial information.

Are there items that will not change? Yes, your existing checks, electronic deposits and payments, and automatic transfers will continue to be processed without interruption. You will not need to reorder checks or inform any company/merchant of this change.

Will my account number change? No, your main account number will not change.

Will my Direct Deposit/ACH/Payroll Deduction be affected? No, these transactions will be processed without interruption.

Will I need to get a new ATM Card, Debit Card, or PIN? No, all ATM Cards, Debit Cards, and their PINs remain the same.

Will there be changes to the Audio Response service? Audio response (Sybil) will be unavailable after Noon on Monday, October 31, 2022.

Will Online Banking/Mobile Banking change? Yes, the enhanced feature requires you to re-enroll in home banking and mobile banking after November 1, 2022. During this process you will establish a new username and password, as well as establish a security question. The new home/online/mobile banking feature features a refreshed look along with additional options.