



## Service Availability

From 6 p.m. on Friday, May 31 through Monday, June 3, the following services will be unavailable:

- **Lobbies and drive-thrus**
  - **CO-OP Shared Branching:** Including participating credit unions.
  - **Audio banking:** Find updated guides on our website. We'll also have copies available upon request at any of our offices.
  - **Mobile app:** Download the new app free from the Apple App Store or Google Play after June 3.
  - **Online banking:** Profile and login information will transfer to the new system, but scheduled transfers will need to be recreated.
  - **Bill pay:** See a demo of the new bill pay system on our website. Profile, login and payee information will transfer to the new system, except for the following transaction types that will need to be rescheduled:
    - Account-to-account (payments from your FCCU account to an account at another financial institution)
    - E-bills (MyCheckFree.com)
    - Popmoney (person-to-person payments)
- Cookies must be enabled.
- **Personal finance management tools:** If you use Mint, Quickbooks or Quicken to manage your Frontier Community Credit Union accounts, service will be interrupted until Monday, June 10. Troubleshooting guides will be available on our website.

The following services should not be affected, but please prepare to have cash on hand if needed:

- ATMs
- Debit cards and credit cards

## Audio Banking

The call flow for audio banking will change after Friday, May 31 at 6 p.m.; but the phone numbers will remain the same. Your account number and PIN will transfer over to the new system.

## Mobile Banking

The current mobile banking app will no longer work after Friday, May 31 at 6 p.m. You will need to delete it from your mobile device.

## Online Banking & Bill Pay

The current system will shut down after Friday, May 31 at 6 p.m. If you have the login bookmarked in your browser, you will need to delete it.

# More to Come

While this newsletter covers many details of our data processor conversion, there may still be more to come! Please be sure to check the Conversion page of our website, [frontierccu.org](http://frontierccu.org), for more specific information and instructions.



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## frontierccu.org

(800) 633-4559 toll free

For information  
[info@frontierccu.org](mailto:info@frontierccu.org)

For security issues  
[fraud@frontierccu.org](mailto:fraud@frontierccu.org)



## MAIN OFFICE

690 Eisenhower Road  
Leavenworth, KS 66048  
(913) 651-6575 phone  
(913) 946-1406 fax

Lobby  
Monday - Friday 9 a.m. to 5 p.m.  
Drive Up  
Monday - Friday 7:30 a.m. to 6 p.m.  
Saturday 9 a.m. to 1 p.m.

## DOWNTOWN OFFICE

506 South 4th Street  
Leavenworth, KS 66048  
(913) 651-6575 phone  
(913) 651-7668 fax

Drive Up  
Monday - Friday 7:30 a.m. to 6 p.m.  
Saturday 9 a.m. to 1 p.m.

## FT. LEAVENWORTH OFFICE

301 Kansas Avenue  
Ft. Leavenworth, KS 66027  
(913) 651-6575 phone  
(913) 680-0809 fax

Lobby  
Monday - Friday 9 a.m. to 5 p.m.  
Drive Up  
Monday - Friday 9 a.m. to 5 p.m.

MAY19-189



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Leavenworth, KS 66048

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## Conversion Issue

May 2019



Please Read – Do Not Discard

On Friday, May 31 at 6 p.m., Frontier Community Credit Union will launch a data processor conversion in order to serve you better. We want to ensure that you are aware of the office closures and service outages that are necessary to complete these improvements. Please be sure to mark your calendar for the office closure on June 1, and be prepared for temporary service disruptions.

We will work hard to minimize the disruption in your account access and financial business. You will need to modify your settings to ensure a smooth transition of data. If you have questions or concerns, please call the credit union at (913) 651-6575 or toll free (800) 633-4559. We're here to help make this transition a smooth one!



# The Conversion Is Here