



County Schools
Federal Credit Union

System Update Schedule for Weekend of Sept. 7th ~ 11th

Please update changes to your contact information online or at the credit union.

9/7 Bill Pay – Web portal unavailable. It will restart on 9/12 but will require a temporary password from the credit union. Recurring payments will process normally. Existing payees and recurring payments will transfer during the upgrade process. Please consider printing your payees and recurring payments for your reference.

9/8 Limited funds availability on Debit cards and ATM cards, Friday to Monday 9/11. Please have cash on hand before Friday and/or a credit card for large purchases.

9/8 Online Banking – Unavailable. Please keep your recent statements. Consider printing your recent account history for your reference as transaction histories will not be converted or available. The new Online Banking site, It'sMe247, will start on 9/12.

9/8 Mobile Banking App - Unavailable. iPhone app available two weeks after conversion. Android app online on 9/12.

9/8 TouchTone Express – unavailable. The replacement CU*Talk will start on 9/12.

9/11 Account Number – Account numbers will remain the same but account suffixes will change from 2 digits to 3 digits long.

**The credit union will be
Closed Monday 9/11
and reopen on Tuesday 9/12.**

Frequently Asked Questions:

What's not changing?

Your account numbers (minus the suffixes), your direct deposits and auto-transfers, your current checks, ATM and debit cards, Bill Pay (after re-enrollment), loan due dates and our web address, are all staying the same.

Why is CSFCU updating the core processing system?

Our new core processing system will allow us to serve you more efficiently and enable us to offer you new products and services in the future.

What is a core processing system?

The core processing system is the computer system that CSFCU uses to maintain Member's accounts and loans and to process transactions.

Is my personal data safe during the conversion?

Yes, your personal and account data will be handled using data encryption during the conversion process.

Are my funds still safe and secure?

Yes, your funds remain secure. All CSFCU accounts will continue to be insured by the National Credit Union Administration (NCUA) Share Insurance Fund up to \$250,000 per account.

Is the website changing?

Our web address will remain www.csfcu.org but the Online Banking portion will be called It'sMe247. New and current users will need to enroll when they access the new system for the first time. Also eAlerts will need to be re-established and please note transaction histories will not be converted or available. Conversely, Bill Pay users will have to log in separately from Online Banking, but recurring payment and payee information will still be there, since the Bill Pay system is remaining the same.