

INFORMATION On Upcoming Debit Conversion

NEW

- Watch for new debit card in mail by 3/11/24 (coming first of March)
- Have extra cash, etc. the weekend of conversion 3/8-3/10/24
- Change any automatic payments you have set up with old debit card
- Stop using the old debit card on 3/11/24



Be Ready



Holy Rosary will be switching card providers beginning Friday afternoon, **March 8, 2024 at 2:00 p.m.** The conversion will last over the weekend and the switch will be complete on Monday, March 11, 2024 by 8:00 a.m. **During the conversion weekend, debit cards will have extremely limited transaction power.** We encourage you to have other purchasing tools available over that weekend:

- paper checks
- money orders
- credit cards
- ACH
- cash
- shared branch.

Activating



If you have an active debit card with Holy Rosary, you should automatically receive a new card in the mail in early March. If your address and phone number are up to date, you should be able to activate it on March 1, 2024 and be ready for use on March 11th.

For up-to-date information on the conversion go to holyrosarycu.org or scan QR code



**DON'T
FORGET**

Stop Auto Payments

If you have automatic payments to other companies set up on your debit card, you will need to make changes to payment instructions by March 11, 2024*.

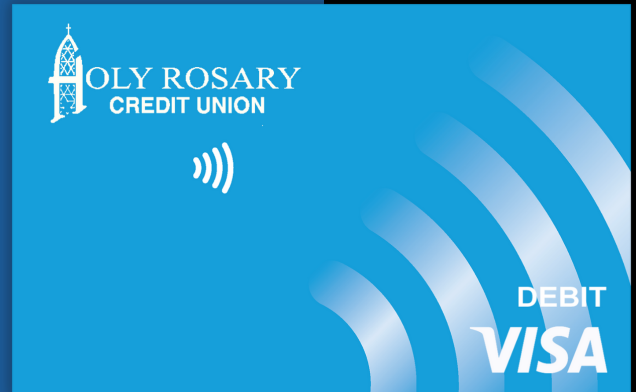
Your old debit card will not work after that date, and you might incur return funds charges with these vendors. Some examples where you might have used your debit card to set up automatic payments might be health club memberships, credit card payments, utility bills and more.

Remember that when you set up payments using your debit card number, the funds are withdrawn from your account almost immediately. **If you did not authorize the withdrawal, you will have to go through a dispute process to get your funds back, and there is no guarantee the funds will be returned.** If you authorize those payments by ACH (routing and transit number plus your account number), it is easier to return these withdrawals, if not authorized. The routing number for Holy Rosary Credit Union is 301080936.

*Since payments will be restricted on the weekend of March 8, we would recommend you don't try to process any automatic payment on the conversion weekend.

FAQ On Upcoming Debit Conversion

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→ I received my new debit card in the mail. Can I activate it now?

You can activate the card at any time, but the card will not work for transactions until March 11th. You must call from the current phone number listed on your account.

→ I keep hearing and seeing information about new cards, but I have not received mine. Why?

Cards were mailed during the week of February 20th. If you do not receive your card by March 5th, please contact us. If you use the Video Banking link on the right-hand side of our website or the Video Banking app, you will get directly to the department that can look up your information.

→ What if I have automatic payments like health clubs, subscriptions, software, or insurance payments, etc. tied to the current card?

You will have to remove the existing (old) card number. No transactions can be performed on the old card after cut-over on March 11th. Your payments will be returned if you use the old card number.

→ Why will my access be limited during the conversion (March 8th -11th)?

Your current card will work, as normal, until March 8th at 2 PM CT. At that time, we will start moving from our old card processor to our new card processor. This process should be completed by Monday morning, March 11th. During this time, your access to funds may be limited. As a backup, you can always visit one of our Shared Branch locations, withdraw a little more cash before March 8th, use checks, credit card, or add funds to a travel card that you can use during that weekend.