



# CONVERSION GUIDE

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# A Message From Our *CEO*

This week, our credit union is embarking on a major data processing system conversion, a significant initiative designed to enhance the services we offer to you, our cherished members.

This upgrade wouldn't be possible without the ***unwavering support*** you've shown us over the years, and for that, we are truly grateful.

As with any transition, there might be a few minor hiccups along the way, but rest assured, we're doing everything we can to keep these to a minimum while we enhance our system. To help you navigate these changes smoothly, we've put together this Conversion Guide.

Your experience means the world to us, and we're committed to making it even better. We truly appreciate your patience and understanding as we go through this exciting transformation together.

Thank you for being such an integral part of our community!

Sincerely,

A handwritten signature in black ink that reads "Ana Barrios". The script is elegant and cursive, with the first letters of the first and last names being capitalized and prominent.

Ana Barrios, CEO  
Olive View Federal Credit Union

# Important Dates

To facilitate the conversion process, we will be closing our branches for **two days**. Please review the timeline to ensure you are fully prepared.

July 31st

## Early Closure

Our branch will be closing at 2 p.m. to facilitate a smoother conversion process. Please plan accordingly for any in-person transactions.

July 31st - August 5th

## Online Banking Down

Online banking will resume on August 5th . Transactions posted are likely to be delayed and may not reflect accurate balances.

August 1st - 4th

## Branch Closed

The branch will be closed. Emails will not be monitored, and phone lines will be offline until August 5th.

August 5th

## Branch Reopens

The branch reopens. Please expect longer-than-usual wait times in person, by phone, and online.

# Conversion Weekend

## Online Banking

The online banking system will undergo maintenance from **July 31st until August 5th**, during which members will be unable to access their accounts. This temporary closure will affect all functionalities, including mobile deposits, inter-account transfers, and new enrollments. Additionally, our 24/7 teller service will not be operational during this period.

## VISA® Credit Cards

Our VISA® credit cards will continue to function normally throughout this transition. However, starting July 31st, there will be a change for members making payments either in-person or by phone: these payments must be completed **by 2 PM PST** to be posted on the same day. Members using the EZ Card portal are not affected by this change and can continue to make same-day payments until the 3 PM deadline.

## Debit Card Transactions

During our conversion period, you'll still be able to make both online and in-person transactions. From August 1st to August 4th, there will be a **daily cap of \$1,500** on purchases and scheduled payments. Additionally, transactions made between the evening of July 31st and 11:59 PM will be **limited to \$500**. Unfortunately, we cannot increase these limits, so we kindly ask you to plan ahead if you expect to make large transactions over the weekend.

## ATM Transactions

On July 31st, ATM withdrawals will be limited starting in the evening and lasting until 11:59 PM, with a maximum withdrawal **limit of \$300**. From August 1st through August 4th, the withdrawal cap will be set at **\$500**.

# Looking Ahead

Online Loan  
Applications

New  
Website

Bill Pay

Zelle ®

Online  
Membership  
Applications

Updated  
Mobile  
Banking