



MEMBERSHIP UPGRADE

Thursday, January 31 – Monday, February 4, 2019

Welcome

We're creating an exceptional credit union for you and putting together the pieces for a Membership Upgrade to integrate operations. This upgrade will transition your Dallas Credit Union membership to the Neighborhood Credit Union system.

Once complete, you will experience full service at all 14 branches, as well as all of the great products, services & benefits of Neighborhood CU membership.

We are working to make this upgrade as easy and seamless as possible, and assure you that our friendly, knowledgeable staff is here to help you every step of the way.

Important Dates and Times - Member Service Call Center Hours

To minimize disruption to you during the Membership Upgrade, our Member Services Call Center will be open from 9 a.m. to 1 p.m. CST on February 2nd.

Shared Branching will be unavailable beginning January 31st.

Online Banking, Telephone Teller and the Mobile Money App will be unavailable beginning January 31st.

All Dallas CU branches will be closed February 1st and February 2nd.

Contact Us



Phone

214.748.5166



Online

myncu.com/dcu



In Person

Visit Your Branch

During the Membership Upgrade

Thursday, January 31 – Monday, February 4

Debit Cards & Checks

- Your Dallas CU debit card will work until January 31st at 2:30 p.m. CST. Please wait until after that time to activate and begin using your new Neighborhood CU debit card for any purchases and ATM transactions.
- You will be able to access cash from non-Dallas CU ATMs, using your new Neighborhood CU debit card for purchases or cash back at the point-of-sale or receive funds by writing a check for cash.

ATM Access

- Dallas CU ATMs will be unavailable.
- All other ATMs, including Neighborhood CU ATMs and our non-surcharge network Allpoint, will be available with limited access. You can visit www.allpointnetwork.com for the nearest surcharge free ATM location.
- You may be charged an ATM fee. We will refund surcharges charged to you by the owner of the ATM upon your request by phone, email or in person.

Branches

- All Dallas CU branches will be closed February 1st, and February 2nd.
- Shared Branching will be unavailable beginning January 31st.

Mobile Money App, Telephone Teller and Online Bill Pay

- New Dallas CU bill payments cannot be scheduled after January 25th. Please note that all Dallas CU bill payments will cease as of January 31st.
- Remote Deposit will be unavailable beginning January 28th.
- Telephone Teller and the Mobile Money App will be unavailable beginning January 31st.

Automatic Deposits, Transfers & Withdrawals

- Following the Membership Upgrade, ACH direct deposit and/or payment will automatically be routed to the savings or checking account that you have designated.
- Automatic transfers scheduled will process as normal.
- One-time payments cannot be made online or over the phone during the Membership Upgrade. Once the upgrade is complete, please visit mynacu.com to re-enroll in online payments.
- Beginning on February 4th you will need to contact your employer or any others that currently withdraw or deposit funds into your account and provide them with Neighborhood CU's routing number: 311079270

Deposits & Loan Payments

- Prior to the Membership Upgrade, please continue to make your loan payments the way you have always paid.
- We will not be able to accept any deposits or loan payments during the Membership Upgrade. You will need to wait until we reopen on February 4th.
- Any deposits or loan payments received via mail or night deposit during the Membership Upgrade will be posted when we reopen on February 4th.

Online Banking

- Dallas CU's Online Banking will be unavailable beginning January 31st.
- Neighborhood CU's Online Banking will be available for enrollment beginning February 2nd. Registration information is available at mynacu.com/dcu.
- Account balances will not be up-to-date to reflect all transaction activity until February 4th.
- All Dallas CU Online Banking automatic payments will need to be setup in Neighborhood CU's Online Banking. Visit mynacu.com/dcu for details.



After the Membership Upgrade

Beginning Monday, February 4th

- All branches will reopen at their normal time.
- Neighborhood CU's Member Service Call Center will be available for full service.
- Access your accounts online at myncu.com. Visit myncu.com/dcu to learn how to setup and login to Online Banking.
- Re-enroll in Neighborhood CU's Online Bill Pay by logging into Online Banking at myncu.com.
- Please ensure your new Neighborhood CU Debit card is activated.
- As a Neighborhood CU member you can take advantage of Shared Branching through our CO-OP Shared Branch Partnership. Find a branch near you at myncu.com/locator.
- Download the free MyNCU Mobile app for your mobile device and stay connected on the go.

Loan Payments

- After the Membership Upgrade ends on February 4th your loan payments should be made to Neighborhood CU. As we get closer to this date, we will send you [payment instructions](#).
- If you pay your Dallas CU loan using coupons please continue to use your current coupons until the Membership Upgrade ends on February 4th. After that time, coupons will be available upon request by calling the Neighborhood CU Service Department at 214-748-9393 ext. 2609.
- All Dallas CU Members with mortgage loans can make online payments through our eStatus portal. Enrollment information will be sent separately.

Certificates of Deposit Renewals

- There is a 10 day grace period at Certificate of Deposit maturity in which you can change the term, add/subtract money from balance or close the CD.
- Dallas CU Certificates of Deposit will renew on their regular maturity date as Neighborhood CU Certificate of Deposit products and at Neighborhood CU current rates.

