



April 2009

To help us meet the challenges of a competitive marketplace and to position ourselves for the future, Casera is investing in an advanced banking system. When it's launched in July, our new computerized system (which includes improvements to our Internet and telephone banking system) will help us expand our ability to deliver enhanced financial solutions.

## **We'll Be With You Every Step of the Way**

Our goal is to make the conversion process as convenient as possible for our members and we're committed to communicating with you every step of the way. Watch for regular updates in your statements, on our website, in our newsletter and in the branches. If you have any questions or concerns about the changeover and how it might affect you, call your branch or talk to one of our member service representatives.

## **Get Yourself Ready**

In July, Casera will convert to a new and advanced banking system. The technical changeover, which takes place from Saturday, July 11<sup>th</sup> to Monday, July 13<sup>th</sup>, requires that our branches be closed for business during this time. We are working hard to ensure that any impact will be minimized; however, there are steps you can take yourself to prepare for the conversion weekend.

### **Acquire a Member/Debit Card**

Under the new banking system, you will need an active Member/Debit Card to access your account information via telephone banking (CUbyPhone) or Internet banking (CU@Home). We'll also be contacting members who currently do not have an active Member/Debit card to inform them of the new procedure. Drop by your branch to make sure you have a Member/Debit Card before the conversion.

### **Pay Your Bills Online or by Phone**

To facilitate a smooth bill payment process, our technology partner will ensure that all vendors you have currently registered online at CU@Home will be carried forward. Just remember, when you first access bill payment by Internet or telephone banking after the conversion, check that your account numbers are correct. If any are missing, simply re-register them.



## Dates & Details About Our System Conversion

### Friday, July 10

- Branches open until 5:00 p.m.

### Saturday, July 11, Sunday, July 12 and Monday, July 13

- All branch enclosed
- Internet and telephone banking access limited
- Limited ATM and Member/Debit card service (ensure that alternative means of payment is available)

### Tuesday, July 14th

- Branches open regular hours

## Access CU@Home at [www.caseracu.ca](http://www.caseracu.ca) and Resave

To ensure that you don't have any online issues with CU@Home during or after the conversion, it's vital that you access your CU@Home account through Casera's own website – [www.caseracu.ca](http://www.caseracu.ca). Just select the CU@Home Internet Banking button on our home page and you'll be sent automatically to the login page. From there, you can resave the web page as your favorite.

## Save Your History

Be aware that your account history will not be converted to the new banking system. If you use CU@Home, you can print out your account history prior to the system changeover, which begins at 4:30 p.m. on July 10<sup>th</sup>. If you download financial information into accounting software, you must download your history from CU@Home prior to 4:30 p.m. on Friday, July 10<sup>th</sup>. All members will receive a partial statement that will include all account activity between July 1<sup>st</sup> and 13<sup>th</sup>.

## Plan Ahead

To minimize any inconvenience during the conversion, please withdraw the cash you think you may need for the weekend before 4:30 p.m. on Friday, July 10<sup>th</sup>. For backup, carry cheques and have your MasterCard or other credit card handy. Also, transfer funds and pay your bills before 4:30 p.m. on Friday, July 10<sup>th</sup> or after Monday, July 13<sup>th</sup>.

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