

# Core Processor Conversion is coming June 1, 2024

The current software we use is becoming obsolete and we therefore had no choice but to make this change. We are doing this to improve our services, efficiency, and accommodate growth with the least amount of disruption possible.

Spirit of America will be with the same data processing parent company, and we are only upgrading to a different software.

Member's account and financial information will stay secure during the core conversion process. Keeping your information secure and private is our top priority. All accounts are fully insured by NCUA for up to \$250,000.

## **Things to be aware of during the weekend of our conversion and after:**

Starting at 5:00 p.m. on Friday, May 31, 2024 until 9:00 a.m. on Monday, June 3, 2024 most systems will be unavailable during the transfer of records. This includes: eBranch, the Mobile App and Call 24.

There will be stand-in limits on debit card transactions during this time.

Once the new system comes up you will not see any transactions on your eBranch or Mobile Application from before the conversion. You will only see transactions that have taken place from the day of the conversion June 1 going forward.

Your past statements will be available for you to view so you can see all of your prior transactions and history by referring to the monthly/quarterly statements for your account through eBranch. You can pull and print these statements at home.

**Keep checking our website for further updates and information.**



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