



SYSTEM UPGRADE — IMPORTANT NOTICE

January 30th - February 1, 2026

KVCCU is preparing for a major system upgrade that will bring you a smoother, faster, and more modern banking experience. This update will enhance online banking, mobile banking, statements, and account access — all while keeping your money safe and secure.

Branch Closure Notice

To prepare for our upgrade, our branches will have adjusted hours:

- Friday, January 30: **Closing early at 12:00 PM**
- Saturday, January 31: **Closed**
- Monday, February 2: **Reopening at 9:00 AM**

Service Availability Changes

Multiple banking services will experience interruptions as we convert to the new system.

Service interruptions will occur from:

January 30 at 3:00 PM through February 2 at 9:00 AM

During this time:

- Debit cards and ATMs will have limited access
- Balance updates may be delayed
- Online Banking, Mobile Banking, and Bill Pay will be unavailable

Before January 30 — Please Prepare

To ensure a smooth transition:

- Confirm your email and phone number so you receive your new login instructions.
- Bill Pay users: Print or write down your current billers/payees — Bill Pay will not transfer and will need to be re-entered after the upgrade.
- Review your Member Upgrade Booklet (mailed with your December statement) for more detailed information on what's changing and how to prepare.

Need Help After the Upgrade?

We expect higher call volume as members begin using the new digital banking system. To support you, KVCCU will be using a temporary call center trained to assist with most upgrade-related questions.

They can help you with:

- First-time login steps
- Password or security issues
- Online & mobile banking navigation
- Bill Pay setup
- General account questions

If you need a specific KVCCU employee, simply let them know — you will be directed to the right person.

After the Upgrade

Digital banking services will return at 9:00 AM on February 2.

You'll log in as a first-time user, create your new password, and set up your security questions.

We appreciate your patience and the steps you've taken to get ready for our upgrade — it truly makes a difference.