

To enrich and empower the lives of our members!

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WINSTON-SALEM
Federal Credit Union



Second Quarter 2022 Newsletter

ANNOUNCEMENTS

Winston-Salem Federal Credit Union will be closed on the following days:

Good Friday

Friday, April 15, 2022

Memorial Day

Monday, May 30, 2022

Juneteenth

Monday, June 20, 2022

Independence Day

Monday, July 4, 2022

BOARD OF DIRECTORS

Kevin Lyons (Chairperson)
Nick Jamison (Vice Chairperson)
Marion Belton (Secretary)
Greg Bradsher
David "Ritchie" Brooks
Kenny Faulkner

Dale Throckmorton
711 Salem Avenue
Winston-Salem, NC 27101



Branch: 336.231.5100
Voice Banking: 336.748.3500
Website: www.mywsfcu.org



OUR PURPOSE: SERVING YOU BETTER

Your Winston-Salem Federal Credit Union is converting its core processing software on Monday, May 2nd, 2022. The core processing software services your deposit and loan accounts at the credit union.

So, what does the core processing software conversion mean for you? To sum it up, it means your membership is increasing in value. The new software will directly improve the credit union's ability to serve you efficiently and accurately as well as deliver enhancements to our remote access services. Over the coming months, we will be reaching out to you to let you know exactly how the conversion will benefit you as well as any effects it may have on how you currently receive and use our services and products.

To ensure you receive all the information we will be sharing with you, please verify that we have your most current contact information in our records including your phone number, cell phone number, mailing address, and email. To update your

contact information, please give us a call during business hours at 336-231-5100 or ask a staff member next time you visit us in branch.

Learn more by reading on in this issue or by going to <https://www.mywsfcu.org/corestrength> for more information!



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Serving You Better

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Springing Into The Season

Notification by the Secretary



UPCOMING SERVICE CHANGES

The upcoming system software conversion will feature a variety of improvements to services provided by your Winston-Salem Federal Credit Union. Those improvements include several changes to how you access and receive those services. Outlined below are these changes as well as reference to aspects of these services that will remain unchanged:

Routing, Member, and Account Numbers: WSFCU's routing number as well as your member number will remain unchanged. Your various savings, checking, money market, certificate, IRA, and loan account numbers that you see through online banking and on member statements will change. For a full listing of these changes, please visit <https://mywsfcu.org/corestrength>.

Mobile Banking and Remote Deposit Capture: The current Mobile App will no longer be downloadable from the Apple App store or the Google Play store as of Friday, April 22nd. The current Mobile App will cease to function at the end of business on Friday, April 29th. Your new Mobile App will require a separate download and will begin functioning on Tuesday, May 3rd. The initial login process will mirror your new Online Banking initial login. We expect for Remote Deposit Capture, which we will be calling Mobile Deposit, to be available with our new mobile app on May 9th. We will share more information about Remote Deposit Capture availability in further communications. This date could be extended depending on circumstances with the conversion. If you would like to get a head start, download the app today by using the QR codes at the top of the calendar or by searching "WSFCU Mobile Banking" on the Apple App or Google Play stores. If you download your new app early, you will not allow you to login until May 3rd.

Online Banking: All Online Banking services will be unavailable from 5:30pm ET on Friday, April 29th until Tuesday, May 3rd. Members will be unable to enroll in the online banking system from Friday, April 22nd until Tuesday, May 3rd. If you are already enrolled in Online Banking, when you first log in on or after Tuesday, May 3rd, your member number will continue to be your Logon ID (username) and the last four digits of your

social security number will be your Security Code (password). However, if your member number is less than six digits long, you will need to include preceding zeros to enter a minimum six-digit Logon ID when logging in to Online Banking. For example, if your current member number is 1234, your new Logon ID will be 001234. If your current member number is 123456, you will not need to make any adjustments to your Logon ID. Once you successfully login, you will be prompted to enter a custom Logon ID and Security Code for future Online Banking logins. Please note that images of all checks cleared prior to April 29th will not be available. Electronic statement history through April 2022 will not be available. We recommend that you save a digital copy of all e-statements you wish to retain.

Voice Banking (Ultra Voice): Voice Banking will be unavailable from 5:30pm on Friday, April 29th. The new service will become available Tuesday, May 3rd. On your first call in to our new Voice Banking service on or after May 3rd, you will need to log in with your member number as your Logon ID as you currently do. However, if your member number is less than six digits long, you will need to include preceding zeros to enter a minimum six-digit Logon ID when logging in to Voice Banking. For example, if your current member number is 123, your new Logon ID will be 000123. If your current member number is 123456, you will not need to make any adjustments to your Logon ID. You will then need to input the last four digits of your social security number as a PIN to get into the new system. Once you successfully login, you will be prompted to enter a custom PIN for future Voice Banking logins.

Bill Pay: Please note that the current Bill Pay service will be unavailable as of Wednesday, April 27th. Your new Bill Pay service is called CheckFree™ and will be available beginning on Monday, May 2nd. All payees and scheduled payments will be retained on the new CheckFree™ service.

Dividend Payments: For all deposit accounts, dividends will be paid on Saturday, April 30th. For deposit accounts that pay dividends quarterly, you will see dividend payments for

March, April, and June rather than just March and June. Please note that any dividend payments for April will comprise of one month's payments and dividend payments for June on your deposit accounts that pay quarterly will comprise of two months' (May and June) payments.

Dividend Payments: For all deposit accounts, dividends will be paid on Saturday, April 30th. For deposit accounts that pay dividends quarterly, you will see dividend payments for the month of April in your April member statement. Dividends for the months of May and June will be paid on Thursday, June 30th and included in the June member statement.

Loan Payments: Loan payments may be made via our Online Banking service through the end of business on Thursday, April 28th or in branch through the close of business on Friday, April 29th. Any loan payment transactions made by payroll deduction, member periodic payment, or by recurring payment from another financial institution must be complete by close of business on Friday, April 29th. If you intend to make your loan payments online via our Online Loan Payment Portal or over-the-phone in April, please ensure that you make your payments before 4:00pm ET on Thursday, April 28th. The Online Loan Payment Portal will be unavailable for payments after this time until Tuesday, May 3rd. Where possible, we encourage you to make your payments in advance of these cutoffs to avoid confusion. You will be able to make loan payments at the branch again beginning on Monday, May 2nd. Following May 2nd, loan payments via payroll deduction, member periodic payment, and by recurring payments from another financial institution will require you to set up your payment options again. If you have questions or concerns about an upcoming loan payment being affected by the core processing system conversion, please reach out to us directly during business hours and a Financial Services Representative will be happy to go over your specific loan with you.

Information regarding services changes are continued on page three.

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Online Loan Applications:
Beginning May 3rd, online loan applications will be available through your new Online Banking service. The application will look different but will include much of the same information as our current online loan applications.

Debit/ATM Cards (including Courtesy Pay):
Debit and ATM cards will have limited funds availability from Friday, April 29th until Tuesday, May 3rd. Please reach out to the credit union if you have questions related to funds access between Saturday, April 30th and Monday, May 2nd. You will not need new debit or ATM cards printed. For members with Kasasa accounts, your monthly qualification cycles will change. For a full listing of these changes, please refer to <https://www.mywsfcu.org/qualify>

Further Communications:
To ensure you continue to receive all the information about service availability as well as any effects the conversion may have on how you currently receive and use our services and products, please verify that we have your most current contact information in our records including your phone number, cell phone number, mailing address, and email. To update your contact information, please ask a staff member next time you visit us in branch or log in to Online Banking and change your contact details. Please note that due to the conversion occurring at the end of April and Online Banking being unavailable at month's end, all April member statements will be mailed as print copies to the address we have for you on file, including for members currently enrolled to receive electronic statements.

We will be updating an informational webpage at <https://www.mywsfcu.org/corestrength> with additional details on exactly how the conversion will benefit you as well as any effects it may have on how you currently receive and use our services and products. We encourage you to ask our knowledgeable staff any questions you may have about the conversion either in branch, over the phone, in an email to CUinformation@mywsfcu.org, or via secure messaging in Online Banking. As we continue publishing further updates, please understand that parameters of certain service changes may shift as we approach May 2nd. Always refer to the most recently updated communication regarding service changes. The above-listed informational webpage will always be current. As a reminder, we will open at 1:00pm on Monday, May 2nd. Thank you for your membership!

Beginning May 3rd, online loan applications will be available through your new Online Banking service. The application will look different but will include much of the same information as our current online loan applications.

Debit and ATM cards will have limited funds availability from Friday, April 29th until Tuesday, May 3rd. Please reach out to the credit union if you have questions related to funds access between Saturday, April 30th and Monday, May 2nd. You will not need new debit or ATM cards printed. For members with Kasasa accounts, your monthly qualification cycles will change. For a full listing of these changes, please refer to <https://www.mywsfcu.org/qualify>

To ensure you continue to receive all the information about service availability as well as any effects the conversion may have on how you currently receive and use our services and products, please verify that we have your most current contact information in our records including your phone number, cell phone number, mailing address, and email. To update your contact information, please ask a staff member next time you visit us in branch or log in to Online Banking and change your contact details. Please note that due to the conversion occurring at the end of April and Online Banking being unavailable at month's end, all April member statements will be mailed as print copies to the address we have for you on file, including for members currently enrolled to receive electronic statements.

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SERVICE AVAILABILITY CALENDAR DURING THE CONVERSION

Please refer to the following calendar for a detailed look into when your new services will be available as well as when current services will be unavailable.

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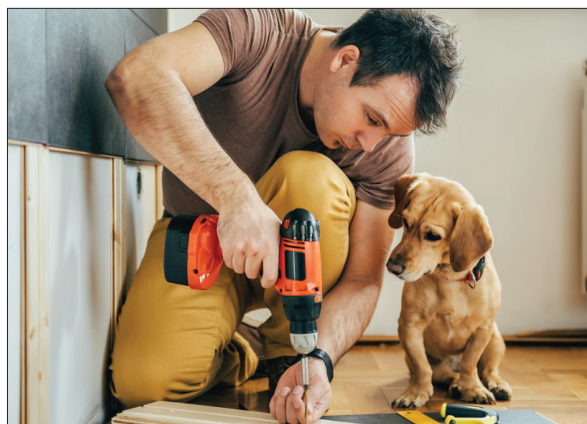


SPRING INTO THE SEASON WITH A WSFCU SPECIAL LOAN!

Some say it's time for spring cleaning, which can certainly be daunting. Never fear, your WSFCU is here to give you a great reason to spruce things up around the home! With a special personal loan or unsecured loan designed especially for you, that new dining room table, television, or bathroom redesign becomes possible. It's a lot easier to spring clean when your efforts help you show off! We are even here to help you with a loan to buy a new or used car so you can roll up to your spruced up home in style.

Our financial service representatives are ready to work with you individually on what you'd like to accomplish and happy to assist you with an application. Give us a call at 336-231-5100 during business hours to set up an appointment or apply

from the comfort of your own home with an online loan application. Spring into the season with a special personal loan, unsecured loan, or auto loan with WSFCU today!



NOTIFICATION BY THE SECRETARY OF THE ANNUAL MEETING

Winston-Salem Federal Credit Union's annual meeting of membership will be held virtually on Thursday, May 26th, 2022 at 6pm. All members are invited to virtually attend, though registration is required for access to the meeting.

Registration is free and will be available on our website two weeks before the meeting. We look forward to your virtual attendance!



WSFCU Rates

Auto Loans from 2.25% to 16.50% APR*

Unsecured Loans from 8.95% to 17.95% APR*

Share Secured Loans at 6.25% APR*

WINSTON-SALEM
Federal Credit Union



Share is a publication of the Winston Salem Federal Credit Union. This periodical provides financial education for credit union members and their families. WSFCU is a not-for-profit cooperative organized for the benefit of providing affordable financial services to members. Rates accurate as of September 30, 2021. *Annual Percentage Rate. Your rate may vary and is determined by your credit qualifications. WSFCU is an Equal Opportunity Lender. **Annual Percentage Yield. Minimum deposit requirements may apply. Listed certificate requires a \$250 minimum deposit to open. All deposit dividend accounts are compounded. There is a 90-day loss of interest penalty for early withdrawal from Share Certificates. Listed certificate matures after 48 months. Fees may reduce earnings. To qualify for CURE Retirement Club rates, you must be age 55 or older.