



# GREATER CINCINNATI CREDIT UNION

ESTABLISHED 1935

January 1, 2018

Dear Member:

Greater Cincinnati Credit Union is proud to announce that we will be updating and improving our Online Banking and Bill Pay System. We will be launching the new system which includes a new look and many more new features, on January 24, 2018. We believe you will find the new Online Banking system to be more user friendly. The staff of GCCU has meticulously planned for this event and taken many steps to ease the transition for you. **However, there are some steps you will need to complete to make this a smooth conversion for you.**

We are enclosing a brochure with important information about these new benefits and changes. Please go over this so you will be prepared for the upcoming conversion on January 24, 2018.

In order to ensure a smooth transition the current home banking and bill payment systems will be deactivated in advance of the new launch. The cut-off times are as follows:

- The bill payment system will be deactivated at 3:00 PM on Monday, January 22, 2018.
- The home banking system will be deactivated at 3:00 PM on Tuesday, January 23, 2018.
- Both systems will be available on the new system at approximately 10:00 AM on the morning of Wednesday, January 24, 2018.

Call Center hours will be expanded to assist with your questions during the transition.

- Wednesday, 1/24/18: 9:30 am – 7:00 pm
- Thursday, 1/25/18: 9:30 am – 7:00 pm
- Friday, 1/26/18: 9:30 am – 7:00 pm
- Saturday, 1/27/18: 9:00 am – 2:00 pm
- Saturday, 2/3/18 : 9:00 am – 2:00 pm

As always, we appreciate your feedback and support during this upgrade process. This project will be a significant upgrade to our current Tellie Online Banking system and the new features that will be available are a result of what you, our member, have been requesting. If you have any questions now or as we approach the launch date in January, please contact the Call Center at 513-559-1234 or 800-803-1234 to speak with a Credit Union representative.

Thank you for your continued support and membership.

Sincerely,

Daryl T. Sawyer,  
CEO