



Menlo Survey Federal Credit Union
345 Middlefield Road Menlo Park, CA 94025
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ATTENTION ALL MEMBERS

SYSTEM CONVERSION

JULY 1, 2018

Beginning in July, Menlo Survey Federal Credit Union will begin the process of upgrading our core processing system (CPS). The CPS is the computer system we use to maintain Member accounts and loans, and to process transactions. Upgrading our CPS will allow us to offer additional products and services.

What WILL Not Change after the system upgrade?

- Your Member Number(s)
- Your VISA Debit Card and PIN Code
- Your VISA Credit Card and PIN Code
- Your Personal Checks & Checking Account Number
- Your Direct Deposited Payroll & Payroll Deductions
- Our ABA Routing Number: 321173289
- Our Website URL: www.menlosurveyfcu.com
- Our friendly staff providing Premier Service
- ACH electronic entries (credits and debits)
- Pre-authorized checks (i.e. insurance payments)

What WILL Change after the system upgrade?

- New updated look for our website – Informational and User Friendly with 24/7 access
- New Login for Online Banking – members will complete a new Login (User Name and Password)
- Bill Pay/Pay It – Since this is a new system, all existing Merchants will need to be created again.
- All Debit Cards will continue to work – yet limits will be lower from July – September.
- Audio Response will no longer be available. Please use online access or call our friendly staff.

What New Benefits will be available after the system upgrade?

- Introducing Remote Deposit Capture – take a picture with your phone and email it to us.
- Improvements to online banking including unlimited data history & unlimited eStatements.
- Member Debit Card Fraud Control – can't find your debit card, turn it off temporarily.

If you have any specific questions, or would like more information, please contact us at (877) 323-2493 or memberservices@menlosurveyfcu.com.

Sincerely,

Kelly Keniston
Credit Union Manager