



New Core Processing System. How It May Affect You. Frequently Asked Questions

Q1. Will my member number or accounts change?

Your member number will remain the same. Your current share accounts will reflect your member number, plus the suffix number. Your checking account number will also remain the same. Your mortgage account number or any loan account will be your member number, plus your existing account number. When speaking to a representative about your accounts, you may provide them with your member number as usual as well as your name, social security number, and/or phone number.

Q2. Will I need a new Debit/ATM card or checks?

No. You may continue to use your Debit/ATM cards as usual. The accounts linked to your Debit/ATM cards will remain the same. You may continue to use your current checks.

Q3. Will there be any changes to my direct deposit?

No. Your direct deposit and any allocations you have set up will remain the same.

Q4. Will I need to reset up my automatic bill payments or bill payees?

No. We will convert your bill payments and bill payees for you! However, any payments scheduled for Friday, June 1 - Sunday, June 3 will need to be rescheduled for another time. Payments during our conversion dates will not occur. We will notify you directly if you have a payment scheduled for these dates.

Q5. Will my password be the same for online banking?

No. You must register for online banking after the conversion or pre-register before the conversion between Monday, May 7 and Wednesday, May 30. This involves using your current log in and an initial password. The initial password will be the last 4 digits of your social security number and your zip code (ex. 987601104). Next, you will be asked to establish a new password.

Q6. Will my loan payments remain the same?

Yes. Your current loan payments will remain the same. If you've set up your loans to automatically pay from your Arrha Credit Union account or an account from another financial institution, your payments will continue to occur as usual. If you transfer your payments each month online, please remember to pre-register for online banking during Monday, May 7 - Wednesday, May 30 to avoid any log in issues, when it's time to make your payment.

Q7. How will I access online banking and eStatements?

Online banking and eStatements will now be combined into one convenient location! Simply log into online banking after the conversion and access your accounts or eStatement with the same login. If you have bookmarked your eStatements, please update and now link your log in for Online Banking at www.arrhacu.com home page.

Q8. How do I set up my new iMobile apps?

Great News! You will now have an iMobile application as a result of our new system. You can download our app on the iTunes app store or from the Google Play store after Monday, June 4. Simply search for Arrha Credit Union and download the app. You'll recognize our app from the purple pyramid.

Q9. Will my automatic ACH payments continue to occur?

Yes. Your automatic ACH payments will remain the same and ACH payments will continue to occur as scheduled.

Q10. Who do I call for any questions?

We're so excited to offer you the latest technology and welcome your questions! Feel free to call us at 413-732-9812, toll free at 877-732-9812, or email us at memberservice@arrhacu.com.

We've also opened a dedicated line to answer any **iBanking, iMobile and bill pay questions only** beginning Monday, June 4 at 888-864-8155. Simply, call this number with your online or iMobile questions, from password changes to help navigating the new online banking site.

In addition, you can visit us at our main office, 145 Industry Avenue, Springfield or at our branch office, 63 Park Avenue, West Springfield. We've also added information to our website explaining some of the new features and benefits at www.arrhacu.com!

We're Here For You!

Branches:

145 Industry Avenue, Springfield, MA 01104
63 Park Avenue, West Springfield, MA 01089
1-413-732-9812
TOLL-FREE 1-877-732-9812
FAX: 1-413-737-7635
LOAN DEPARTMENT FAX: 1-413-886-0156
Email: memberservice@arrhacu.com

www.arrhacu.com

Easy Bank prior to and on May 31: 1-413-827-8000

Easy Bank after May 31: 1-800-264-0600

Lost/Stolen ATM/Debit Card: 1-413-732-9812

Lost/Stolen Credit Card: 1-800-449-7728

Lost/Stolen Debit Card after hours: 1-800-472-3272

Routing Number: 211885917

Our Mission

Assist our members in reaching their financial goals by providing superior products and services in a personalized manner.

