



Welcome to our new and improved electronic and automated banking.

Do your banking when and where you want, from wherever you have Internet access 24/7. It's easy, fast, and secure. The exciting news is this is available with your checking, savings, or money market accounts. Membership certainly has its benefits!

Your Action Items For Your Existing Online Banking.



MUST "TO DO" ITEMS - How To Pre-register!

Great news! You have the ability to pre-register for iBanking!

You should pre-register for iBanking **beginning at 10:00 a.m. on Monday, May 7, through 5:00 p.m. on Wednesday, May 30.** We're offering pre-registration so that accessing your iBanking and Bill Pay accounts will be seamless and easy on the day we change over to the enhanced system.

You can **pre-register by visiting:** <https://secure.myvirtualbranch.com/Arrhacu-Preregistration/signin.aspx>.

Your initial login name is your existing online user name (yes, the same one you currently use) and your initial password will be 9 numerical digits, consisting of the last 4 digits of your Social Security Number and your Zip Code (example: 987606360). For businesses, use the last 4 digits of your EIN and business Zip Code.

Next, you will be asked to establish a new password, pick and answer security challenge questions. **Keep a record of this information as it will be used beginning Monday, June 4.**

If you have any trouble with pre-registering for iBanking, please call us at 413-732-9812.

If you pre-register for iBanking by 5:00 p.m. on Wednesday, May 30 you will be automatically entered into a drawing* for a \$25 Amazon gift card!

For more information about our system enhancements, please call us at 413-732-9812, email us at memberservice@arrhacu.com, visit your branch or at www.arrhacu.com. Thank you in advance for your patience...we appreciate you!

*No purchase necessary to enter. Must be 18 years of age or older. Limit one entry per household. Credit Union employees, officials and their families are not eligible. The odds of winning are based upon the total number of entries received. Five \$25 Amazon Gift Cards will be drawn. Winners will be notified the week of Monday, July 11, 2018. To enter simply complete the pre-registration online or fill out an entry form at any branch office or mail a 3"X 5" card containing your name, address and home phone number to our Main Office at Arrha Credit Union, 145 Industry Avenue, Springfield, MA 01104. Winners need not be present.

Important Dates to Remember!

Our branches will be closed on Friday, June 1 and will reopen Monday, June 4 at 9:00 a.m. as we convert.

There will be **NO ACCESS** to Online Banking, Easy Bank, and limited access to Debit/ATM transactions from Friday, June 1 until Monday, June 4. All branches will reopen regular business hours on Monday, June 4 using the new platform system.



Thank you for your patience as we head toward providing you with the latest technology and system improvements! We appreciate your understanding and planning ahead.