

Conversion FAQ & Troubleshooting Guidelines:

Question: Will my direct deposit funds for Sept 1 be affected?

Answer: Direct Deposits will NOT be affected at all. If deposit is scheduled for Sept 1, their funds will still go into their account as normal when they land on a weekend.

Question: Will my debit card continue to work over the Holiday weekend?

Answer: Yes, it will work through Monday, Sept 3rd and you must begin using your new card on Tuesday, Sept 4th.

Question: Can I still use my Mobile App and Online Banking over the weekend?

Answer: Over the holiday weekend, both the Mobile App and Online Banking will NOT be available. You can delete the old Mobile App at this time. After re-enrolling in online banking (via www.niccu.com) and the NEW Mobile App can be downloaded by searching our name through the Apple Store or Google Play.

Question: Will I be able to see my account balance through the ATM over the Holiday Weekend?

Answer: No, all account balance information will be unavailable through the ATM from Friday, Aug 31st-Monday, Sept. 3rd.

Question: Why are you recommending a 2nd form of payment?

Answer: We always recommend having a 2nd form of payment especially over this weekend since we are going to be closed for an extended time with the holiday and unavailable to assist should any issues occur.

Question: When can I activate my NEW card and can I customize my PIN?

Answer: You can activate your new card any time after you receive it but it will not be active until Tuesday, Sept 4th. **Activate by calling the 800 number on the card from your primary phone number that we have on file (this is a security measure).** You will not be receiving another mailer with your pin information. The envelope will not say the credit union or that your new card is enclosed. It is an orange card with North Iowa Community Credit Union Logo under the sticker. Please listen closely to the prompts when customizing your pin.

Question: When can I re-enroll in online banking and how do I do it?

Answer: Users MUST RE-ENROLL in online banking beginning Tuesday, Sept 4th at Noon. Step-by-step instructions will be available on our website (www.niccu.com). You will need to know your member number, date of birth, social security number (of primary holder) and active e-mail address to begin the process.

Question: Do I need to contact merchants to update recurring automatic payments?

Answer: You will need to contact merchants with whom you have set up automatic recurring payments associated with your DEBIT CARD. If the payment is set up with their account number they do not need to do anything, as their account/routing # including direct deposits, are not changing.

Question: Do I need to set-up all my payments through bill pay again?

Answer: Any Scheduled bill payments will be made through August 31st and start again on the 4th (AS SOON AS YOU HAVE RE-ENROLLED in online banking). Scheduling NEW bill payments will be unavailable from Aug 26- Sept 3 but will process if previously scheduled. If you utilize Bill Pay I would highly recommend getting re-enrolled as soon as possible beginning Tuesday, Sept 4 at noon so that it will not interrupt any of your scheduled payments.

Question: Will my Automatic transfers from account to account or account to loan payment be affected?

Answer: Scheduled Account to Account transfers and loan payments will transfer over if they were set-up through an NICCU employee. We expect that your transfers from within your accounts at NICCU will transfer but we suggest printing a copy of your transfers to reference after the conversion. You will need to set up new e-alerts and notices.

Question: Will my previous e-statements still be available?

Answer: No, E-statements and QuickBooks information must be pulled by August 31 at Noon as they are not being transferred to new system. Please save/print these before August 31.