

# Important

Branch  
Will Be  
Closed  
Oct. 2-3

Corner Post Federal Credit Union

## System Upgrade Guide

To best serve our members, Corner Post FCU is pleased to announce a system upgrade that will improve product functionality and member services.

**The Branch will be closed MONDAY, Oct. 2 through TUESDAY, Oct. 3 at Noon. Online Banking/Mobile App will be unavailable starting Sept. 30.**

You will find everything you need to ENROLL, PREPARE, NAVIGATE, and ACCESS the upgraded system in this System Upgrade Guide.

*Thank You For Your Patience And Understanding.*

### What Changes

- **Online Banking** will have a new logon system and features
- **Mobile App** Members must delete old app and download new mobile app
- **TellerLine Menu Options** (see reverse side)
- **Account Type Codes** (see reverse side)
- **Debit Cards** will now be surcharge free on the MoneyPass Network and the CU Dollar Network. Allpoint Network will no longer be a participating network. For a listing of machines in your area, visit [www.moneypass.com](http://www.moneypass.com).

### What Stays The Same

- **Member Account Number**
- **Corner Post Routing Number**
- **Debit Cards and PINs**
- **Checks, Direct Deposits, and Bill Pay**

Questions? Call Member Services At **(570) 823-6151**

### Enroll In The New Online Banking

All members enrolled in Online Banking will need to set up the new E-Branch Online Banking system in order to access accounts online. **Online Banking will be operational after October 3.** To enroll in the new system, follow these instructions **after Oct. 3:**

1. Enter your **Member Number** in the USER ID field, click [Log In](#). You **MUST** use your member number.
2. For User **ID Password**, enter the last four digits of the primary accountholder's Social Security Number, click [Log In](#).
3. Enter your **email address** as prompted and accept the terms for E-Docs, click [Continue](#).
4. The System Upgrade uses a more advanced security system that has additional setup requirements, click [Perform Setup](#).
5. Select a **security image**, and **answer the security questions**.
6. Check the box at the bottom of the screen if you **DO NOT** want to certify the computer. Certifying a computer means you will NOT have to answer a security question on every login attempt. **NEVER** certify a public computer. To conclude account set up, click [Finish](#). **PLEASE NOTE:** There is an additional setup process for the E-Doc feature.
7. To accept the E-Doc terms and conditions, click [View Terms and Conditions](#), then copy and paste the verification code.

Online  
Banking/Mobile  
App Unavailable  
Starting  
Sept. 30

### Enrollment And Mobile App Reminders:

You must wait until after October 3 to enroll in the new system and download the new mobile app from the App Store. Be sure to delete the old app first. Remember that you must complete your registration in the new online banking system prior to using the mobile app.





**Bill Pay System Offline**

## Prepare For The System Upgrade

Please review and follow this checklist to minimize service interruptions and member inconveniences during our System Upgrade process:

### ■ Complete Transactions Before Sept. 30.

Visit, call, or use Corner Post online services to manage your transactions before the conversion. We encourage members to withdraw cash to prevent any further inconveniences.

### ■ Schedule Online Bill Payments In Advance Of The Conversion.

The online bill payment system can process payments during the conversion weekend ONLY IF payments were previously scheduled. The bill payment system will NOT be accessible to schedule payments or make modifications starting Sept. 30.

### ■ Debit Cards And Credit Cards WILL Work Over The Weekend.

We encourage members to have cash as a backup.

### Statements Will Be Sent To ALL

### Members For September Transactions

September transactions will not be available after the conversion. We recommend you save/print all eStatements!

**RECAP:** Branch will be closed Monday, Oct. 2 through Tuesday, Oct. 3 at Noon. Online Banking/Mobile App will be unavailable starting Sept. 30.

**MANDATORY RE-ENROLLMENT:** Starting after October 3, 2017 when upgrade is complete.

**QUESTIONS?** Call MEMBER SERVICES at **(570) 823-6151**

*Please complete all transactions before this conversion date to minimize any inconveniences. Have cash as a backup.*

## Navigate The New TellerLine System:

### Menu Option 1 Summary Information

1. Checking Account balance
2. Share Account balance
3. Loan balance
4. IRA balance
5. CD balance
8. Repeat options
9. Return to menu

### Menu Option 2 Detail Information

Balance, last transaction, maturity date, dividends, available withdrawal

### Menu Option 3 Activity Information

1. Most recent transaction
2. Most recent deposit
3. Most recent withdrawal
4. Most recent check cleared
6. Check inquiry
8. Repeat options
9. Return to Menu

### Menu Option 4 Withdrawal/Transfers

1. Withdrawal
2. Transfer
8. Repeat options
9. Return to Menu

### Menu Option 6 Change Your PIN

## Access Account Types In The New E-Branch System

Account Type	Account Subs	Old Trailer
Loans	1-10	02-06
Certificates	21-30	0A-0G
Regular Checking	70	07
IRA Shares	80-82	0I, 0H
Vacation Club	97	09
Christmas Club	98	08
Primary Shares	99	01
HSA	75	PHSA



**Access TellerLine:**  
**(888) 823-0200**  
 (Nationwide),  
**(570) 823-9763**  
 or **(570) 823-9764.**

- Enter your Member Number and last 4 numbers of your SSN for the PIN.
- After your first login, you will be prompted to create a new PIN rather than use the SSN for every login.



*The Corner - Where You Matter Most*

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