



January 2, 2024

BE READY FOR *BETTER!*

Address Here:

Dear Bill Pay User:

As part of our commitment to remain on the competing edge of banking technology, we are converting our current banking software platform to a much more advanced and upgraded software platform on February 1, 2024. Family First Credit Union will be upgrading all our electronic services which will include a new, enhanced online bill pay system. Our new bill pay system will include features that will make this valuable tool even better, including:

- Full integration within online banking
- Full mobile functionality for your phone or tablet
- e-Bills which will allow you to pull your electronic statements – It's as easy as Point, Click, and Pay!
- New PERSON to PERSON Payments (P2P) – A convenient way to send money!

If you normally log in to bill pay to pay or schedule payments, you will need to complete this process before January 21, 2024. Payments scheduled to be sent by January 25, 2024, will be paid as normal. Payments scheduled to be sent after January 25, 2024, will not be processed (Including recurring payments previously authorized). Members will have to re-enroll in the new bill pay service starting February 2, 2024.

Please Note: Payee information will not transfer from the old bill pay service.

In the meantime – HERE'S WHAT YOU NEED TO DO:

PLAN AHEAD and document your current payees, including account number, payee name, contact information, etc. This is especially important because **payee data will not be transferred to the new system**. To help you, we've included a **Payee Information Form** to help gather all the necessary information.

For more information about our software upgrade, visit www.ffcuga.org/softwareupgrade.php. Thank you for your patience and cooperation as we upgrade our bill pay system to serve you better! If you have any questions, please call (404) 768-4980.

Sincerely,
Stephen Smith
President and CEO