



SYSTEM UPGRADE Schedule

Time for a SYSTEM UPGRADE

	Thursday 6.27.19	Friday 6.28.19	Saturday 6.29.19	Sunday 6.30.19	Monday 7.1.19
Branch Locations	OPEN NORMAL HOURS	DRIVE THRU'S CLOSE AT 4:00, BRANCH LOBBIES CLOSE AT 5:00* *MT. VERNON WILL CLOSE AT 4:00 *RICE MINE LOCATION WILL BE CLOSED ALL DAY	CLOSED	CLOSED	BRANCHES OPEN, EXCEPT RICE MINE & JACK WARNER
e-ONE Mobile App & Home Branch Online	AVAILABLE UNTIL 7:00PM	UNAVAILABLE	UNAVAILABLE	UNAVAILABLE	EXPECT DELAYS. AVAILABILITY TIME, TO BE DETERMINED
Telephone Banking	AVAILABLE UNTIL 7:00PM	UNAVAILABLE	UNAVAILABLE	UNAVAILABLE	AVAILABLE
ATM/ITM	AVAILABLE *STILLMAN, BRYCE, TEMERSON AND BFG PLANT LOCATIONS WILL BE UNAVAILABLE.	AVAILABLE *STILLMAN, BRYCE, TEMERSON AND BFG PLANT LOCATIONS WILL BE UNAVAILABLE.	AVAILABLE *STILLMAN, BRYCE, TEMERSON AND BFG PLANT LOCATIONS WILL BE UNAVAILABLE.	AVAILABLE *STILLMAN, BRYCE, TEMERSON AND BFG PLANT LOCATIONS WILL BE UNAVAILABLE.	AVAILABLE
* Debit Card/ Credit Card	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE

*Please note that instant issue services, card activation, and PIN number changes will not be available from June 26th through July 2nd, 2019.

 UNAVAILABLE  AVAILABLE

Please note:

Beginning Friday, June 28th, all of our drive thru windows will close at 4:00pm and branch locations will be closed at 5:00pm. Branches will reopen Monday, July 1st, and will close during their normal business hours.

For FAQs and a System Upgrade To-Do list, please visit alabamaone.org/upgrade.

Additional Questions?

Call us at 800.225.0110, Text us 205.236.5964 or visit alabamaone.org/upgrade.

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Time for a SYSTEM UPGRADE

07.01.19

Be Prepared...

Taking action prior to July 1st will minimize any inconvenience or interruption to you.

1. Note the system upgrade dates on your calendar:

The system upgrade will begin Thursday, June 27th and will continue through July 1st. The upgrade will take place over the weekend and many services will be unavailable. **See the System Upgrade Schedule for complete details.** Our offices will reopen on Monday, July 1st. Watch for updates by e-mail and social media.

2. Card Availability:

You will have access to use your Debit Card, Credit Card and ATMs during the system upgrade. **Instant issue services, card activation, and PIN number changes will not be available from June 26th through July 2nd, due to conversion efforts.** Please call 866-209-7037 before or after these dates to activate your card or change your PIN number. Debit card orders will not be available June 21st through July 2nd, 2019.

3. Schedule online bill payments in advance of the conversion:

Your payments will be made as scheduled, even if the date falls during the system upgrade. **Home Branch Online Banking/e-ONE Mobile App & Online Bill Pay will not be available throughout the upgrade weekend.**

4. Update your contact information:

It is very important that we have your correct mailing address, telephone numbers, and email address. **Members that update their email address prior to June 27th will be entered for the chance to win a \$100 Visa® Gift Card*.** Sign in to Home Branch Online Banking and click the "maintenance" box to update your information.

5. Register for e-Statements:

Sign up for e-Statements and access up to 18 months of statement archives. A simple e-mail notification lets you know when your e-Statement is available for viewing. Members who currently receive paper statements will continue to receive them on a monthly or quarterly basis without interruption.

6. Protect Your Identity on the Web:

The internet gives you access to countless products and services. It can also leave you open to scammers, hackers, and identity thieves. On the next page, we have some helpful tips to help you stay safe on the web.

*No purchase necessary. Membership not required for participation. Must be 19 years of age or older and a U.S. resident to participate. Winners will be drawn at random from all eligible automatic and manual entries, as provides in the Official Rules, received alabamaone.org/upgrade through Monday July 1st, 2019. Contact the Credit Union at 800.225.0110 or write us at Alabama ONE, 1215 Veterans Memorial PKWY, Tuscaloosa, AL 35404 or visit our website at alabamaone.org to obtain a complete copy of the Official Rules for this promotion. Entry in this promotion or acceptance of any prize constitutes acceptance of the Official Rules.

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Protecting Your Identity on the web

The internet makes a lot of everyday tasks faster and more convenient: shopping, researching, banking, and communicating on the go. The internet is a very useful tool, but it can leave you vulnerable to scammers, hackers, and identity thieves.

Protecting your financial identity is very crucial. Together with Alabama ONE, you can prevent and detect identity theft and fraud. The most important step is to never give out account information to anyone that asks for it.

Alabama ONE does not call, text or send emails to ask for account information. If you believe you may have shared your username, password, or your 4-digit multifactor authentication code, change your password immediately. You may also check your personal information in Home Branch Online, contact us at 800-225-0100 or visit your local branch to speak to a Member Services Representative.

Visit alabamaone.org/upgrade for a list of tips, resources, and trusted advice to help keep your financial identity secure.

Secure Your Computer

The internet gives you access to countless products and services. It can also leave you open to scammers, hackers, and identity thieves. Here are some tips on how to protect your information and your computer while online:

- Install a firewall. This is the primary block between you and other computers on the network.
- Install, run, and update antivirus and antispyware programs (i.e. McAfee, Norton).
- Make sure your web browser (i.e., Internet Explorer, Firefox, Chrome) is up-to-date with security patches.
- Never use links within an e-mail to visit a website. Open a new browser window and type the URL in the address bar.
- Do not fill out emailed forms that ask for personal information.
- The only way you should send credit card or account information is via a secure website (<https://>)

Social Engineering

Social engineering is a scamming technique used by criminals access your computer. It's purpose is to secretly install spyware or other malicious software, or to trick you into sharing your passwords or other sensitive financial and personal information.

Social engineering scams can be both online (i.e., email message asking you to open an attachment, which contains malware) and offline (i.e., phone call from someone posing as a representative from your credit card company). Below are some common social engineering methods:

- Phishing – Phishing uses e-mails that appear to be from a trusted source (i.e., financial institution) to trick users into entering confidential information on a fake web page.
- Smishing – The victim receives a text message telling them to call a toll-free number, which is answered by a fake interactive voice-response system that tries to fool you into providing your account number and password.
- Baiting – An attacker will leave a software-infected computer disk or USB flash drive in a location such as a bathroom, elevator or parking lot. The attacker gives it a legitimate looking label and name, then simply waits for the victim to use the device. Baiting can also take the form of an app for your mobile device. These apps are designed to look like they are from a legitimate source.

Protect Your Information

- Be cautious and don't respond to urgent, upsetting, or exciting e-mails requesting personal information.
- Be suspicious of anyone claiming to be from your financial institution asks for confidential information.
- Note: The information we need will already be on file with Alabama ONE.
- Review statements closely and report any suspicious activity to the source of the statement.
- If you generally receive statements by mail, call the company if a statement is late to make sure an ID thief hasn't redirected your mail by changing your address.
- If you have online access, monitor your accounts frequently.
- Frequent checks will help you notice unauthorized transactions promptly and can take steps to prevent more transactions.
- Change your Home Branch Online login and shopping account passwords often— (i.e., every three to six months).
- Experts recommend using passwords with a combination of letters (upper and lowercase), numbers, and symbols (i.e., #@\$!*).
- Request a free copy of your credit report from the three (3) major credit-reporting agencies—Experian (experian.com, 888-397-3742); Equifax (equifax.com, 800-685-1111); and TransUnion (transunion.com, 800-888-4213).

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