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**NEWSLETTER | July 1, 2023 | ISSUE 108**

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We are upgrading our system to create a better experience for you and better efficiency for our employees! To learn more about these changes, visit our

[website](#) or stop into one of our locations.



## NORTHWOODS CREDIT UNION SYSTEM UPGRADE CALENDAR

KMM6.6.23

 CREDIT UNION	Sunday	Monday July 31	Tuesday August 1	Wednesday August 2	Thursday August 3
Branches	Closed	Open regular hours	Closed	Closed	Open regular hours
Debit Cards	Available	Available during conversion	but may have usage limits.		Resume regular service at 9am
Night Drop Deposits	Not opened	Opened at 9am. Deposits after 9am today will go in account after 9am Thursday	Will not be opened		Opened at 9am & resume regular hours
Online Banking & Mobile App	Available	Available until 5pm	Unavailable		Unavailable <i>Online Banking, Mobile App, Bill Pay &amp; Mobile Deposit will <b>resume normal hours on Friday 8/4</b></i>
Bill Pay	Complete and schedule all Bill Pays PRIOR to Friday, July 28th. Bill Pay will not be available Friday, July 28th until our new system goes live on Friday, August 4th.				
Mobile Deposit Capture	Checks scanned today will be deposited Monday 7/31	Submit by 1:30 for deposit, today. Unavailable after 3pm	Unavailable		
Credit Cards	Credit Cards will	not be affected by the upgrade	& will work as usual	all week.	<i>NCU is insured by NCUA</i>

## Letter from Doug Wolf, CEO.

*We are constantly assessing how we can offer the best products and services while staying affordable for our members and keeping up with the technology that our members have come to expect.*

*Part of this assessment is reviewing our core processing system and we have decided it is time to upgrade our system and online banking.*

*We're looking forward to being able to offer you more options while helping our staff be more efficient.*

*While this system upgrade will be incredibly beneficial, there are some things that will change.*

*For example, the look of our online banking will change and we will need you to re-enter your bill payment payees.*

*We've outlined all of these items on our website and will soon have handouts in our offices to make sure you are fully prepared and set up for success post-upgrade.*

*We appreciate your patience while we work through this and encourage you to let us know if you have any questions or concerns.*



– *Doug Wolf*  
CEO

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PDF Instruction sheets available for below items upon request or at our website

[www.northwoodscu.org/conversion/](http://www.northwoodscu.org/conversion/)

- Update your contact information as soon as possible to receive important updates through conversion.
- Confirm your joint account owners as soon as possible. It's very important to know who has been setup to have access to your accounts and should be reviewed and updated periodically.
- Download your statement history before Monday, July 31, 2023
- Prepare bills so you can re-enter payees on Bill Pay after Friday, August 4th, 2023

- Consider getting a [Northwoods Credit Union Visa® Credit Card](#) as a possible backup option during conversion. Be sure to apply for card before July 7th, 2023.
- Get cash for conversion day by Monday, July 31, 2023
- On Friday, August 4th, delete your current mobile app. Complete signup within Online Banking and then download new mobile app.

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## **Northwoods Retirement & Investing Services**



Ed Grondahl - Financial Advisor

**[Click here to get in touch with Ed today!](#)**

\*Representatives are registered, securities sold, advisory services offered through CUNA Brokerage Services Inc. (LPL Financial), member FINRA/SIPC, a registered broker/dealer and investment advisor, which is not an affiliate of the credit union, CBSI is under contract with the financial institution to make securities available to members. Not NCUA/NCUSIF/FDIC insured. May lose Value, No Financial Institution Guarantee. Not a deposit of any financial institution.

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## **86th Annual Meeting**

Our 86th Annual Meeting was held on May 4th, 2023 (rescheduled) at the Cloquet Public Library this year.

It was a productive meeting and we would like to thank all our members for attending, as well as our staff for making the meeting a success once again. We also streamed the meeting via our Facebook page!

You can view the full annual meeting below. You may also watch on our [website](#), [Facebook page](#), or [YouTube channel](#).





# Dates to remember

## July

**Tuesday, July 4**

Closed in observance of Independence Day

**Tuesday, July 4**

Moose Lake Parade

## August

**Tuesday, August 1**

Closed for system upgrade

**Wednesday, August 2**

Closed for system upgrade

## September

**Monday, September 4**

Closed in observance of Labor Day

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## Northwoods Around Town



Northwoods paired with Reliable Insurance



[Member Appreciation Days](#): a time to remember!



Agency to host our 4th annual [Senior Day in Cloquet!](#)

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## Attention Teens!

### Quarterly Teen Club Financial Article Contest

Members age 13-17 are invited to submit an article on a financial topic to be considered for publication in our quarterly newsletter, website and on Facebook.

We will then award 1 teen, \$100 for their submission.\* Submit your article or ask any questions now at [marketing@northwoodscu.org](mailto:marketing@northwoodscu.org).

**[Visit our Teen Club web page here for more info!](#)**



\*Parent or guardian's contact info must be provided. We will contact this adult. Permission must be provided to us to make changes or edits prior to publication. By submitting an article for consideration, both

the parent/guardian and the teen are providing permission for NCU to publish the article in print and electronic publications. NCU will request a photo of the teen if their article is chosen for publication. By accepting the prize, both the parent or guardian and the teen are giving permission to NCU to use the teen's name and photograph in connection to the published article.

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## **FYI**

### **CD DIVIDENDS**

Starting in August, NCU will pay dividends on certificates monthly instead of quarterly. Currently, CD dividends are posted quarterly on your anniversary date.

Because of our upcoming conversion, all [CD](#) accrued dividends will post on July 31st. Then starting in August, all CD dividends will post on the last day of every month.

### **SNOWBIRDS**

Please remember to change your address when coming back to the area this summer!

If you'd prefer not to change your address, [eStatements](#) would be a great fit for you!

### **REVIEW YOUR ACCOUNT**

Please be sure to review your account beneficiaries. To add a beneficiary to your account you will need their date of birth, phone number, social security number, and address.

Ask an MSR next time you're in or call to verify that this is correct on your account.

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## **Conversion: what you need to know**



### **WHAT IS CHANGING?**

- Online & Mobile Banking
- Bill Pay
- Statements/eStatements
- Mobile App & Deposits



### **WHAT IS NOT CHANGING?**

- Member Account Number
- Debit Cards and PINs
- Visa Credit Cards

We are going to make sure that this goes as smoothly as possible for all our members. If you have questions or concerns throughout this process, please contact us.

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## **FAQs**

### **Online Banking**

**Q: Will I need to set up my transfers and notifications**

### **Bill Pay**

**Q: What will be new in bill pay?**

### **eStatements**

**again?**

Yes, you will need to reset up any transfers or notifications you had set up within your online banking. & there's great news - notifications will now come through at real time! If you have a notification set up to let you know when your checking dips below a certain amount, you will get that email or text within a short time after your checking account goes below that amount.

### **Mobile Deposit Capture**

**Q: Will I be able to do the same things as in the old app?**

Yes, the process to submit a check via Mobile Deposit on the NCU Mobile App should be similar. Carrier data & message rates may apply.

The new bill pay system will show you whether your bill will be paid with a check or electronically, save your July bills so that you may enter them and schedule on your new system starting Friday, August 4th.

### **Accounts**

**Q: Will I be able to do the same things as in the old app?**

Yes, you will be able to do all the same things and more! You can transfer funds, look at account history, pay bills, add payees, mobile deposit, setup scheduled transfers.

**Q: How many months of statement history will be available in eStatements?**

We will transfer over 12 months of statement history. Going forward, you will be able to access 12 months of statement history. If you would like to keep this longer, please download or print your statements each month.

### **Miscellaneous**

**Q: Will my login change?**

Yes, on Friday, August 4th any time after 8:00am you will need to set up your new login. Your new login will be your existing login/member ID and your password will be the last four digits of your social security number. Ex. 1234. You will be asked to change your password at login.

[Read more](#)



# Credit Cards with NCU

We offer great options to save money  
and collect rewards!

**VISA PLATINUM  
REWARDS CARD**

**VISA PLATINUM  
LOW RATE CARD**

*Click for more info & apply today!*



\*Not all will qualify. Membership  
eligibility required. Federally insured by  
NCUA.

A printed version of this newsletter is available in our lobby and on our website at [www.northwoodscu.org](http://www.northwoodscu.org)

## FOLLOW US ON SOCIAL MEDIA!

1702 Avenue B  
Cloquet, MN 55720

Federally Insured by NCUA. Membership Eligibility Required.



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