

System Upgrade Prep Checklist

3 Weeks to Go | Starting Thursday, July 10th

- ☐ **Verify your contact information and make sure we have your current email address.** Please review the contact information we have on file for you to ensure that you don't miss any important notices about the upgrade. You can verify your information either by calling us at 559.252.5000, visiting a local branch, or updating it directly in online banking or the mobile app.
- ☐ **Check your mailbox and inbox.** Keep a close eye out for communications from Noble about the changes coming, important dates, and how to prepare.
- ☐ **View our Frequently Asked Questions (FAQs).** Visit NobleCU.com/upgrade to learn more about the upcoming changes.

2 Weeks to Go | Starting Thursday, July 17th

- ☐ **Visit our Open House.** We are hosting an **Open House** at all branches on **July 22 from 5 p.m. to 7 p.m.** You can also stop by your local branch during operating hours to ask questions, and our team will walk you through what's changing one-on-one.
- ☐ **Review Joint Account Ownership.** Starting **Monday, August 4**, joint account holders will be able to view all accounts where they are listed as either a primary or joint owner. Now is a great time to double-check your account details to ensure everything is accurate. If you'd like to make changes to your joint account information, please stop by a local branch. Account ownership changes cannot be made over the phone.

1 Week to Go | Starting Thursday, July 24th

- ☐ **Download Any Needed Tax Documents Early.** If you'll need access to tax documents during the technology upgrade, be sure to download them ahead of time from online banking. Tax documents will be available after the upgrade.
- ☐ **Schedule Bill Pay & Direct Deposits Before Thursday, July 31.** To avoid any disruptions during the system upgrade, please make sure to reschedule or complete any bill payments and direct deposits before 3 p.m. on Thursday, July 31. After that time, electronic transactions will pause until the system is back online Monday, August 4.

Last Day | Thursday, July 31

- ☐ **Make mobile deposits.** Make any needed remote check deposits before **3 p.m. on Thursday, July 31.**
- ☐ **Check Your Balances Before the Upgrade.** To stay on top of your finances during the system upgrade, be sure to check your account balances before digital banking goes offline on **Thursday, July 31, at 3 p.m.** From that time through **the morning of Monday, August 4**, you won't have access to online or mobile banking. Branches and Contact Center will be closed from **August 1 through August 3.** We recommend noting your balance and tracking any purchases or withdrawals made during the weekend. To make it easier, we've created a helpful tracking sheet that can be downloaded at NobleCU.com/upgrade.