



**DADE COUNTY FEDERAL**  
C R E D I T U N I O N

**ALL BRANCHES CLOSED**

**Saturday, Oct. 1<sup>st</sup>**

**Monday, Oct. 3<sup>rd</sup>**

Our core system changes will take place during the weekend of Oct. 1<sup>st</sup> thru Oct. 3<sup>rd</sup>. With this new banking system we will be providing better security, better member service and improved access to your accounts.

If you would like more details please ask a representative or visit [www.dcfcu.org/upgrade](http://www.dcfcu.org/upgrade).

## **Hours of Operation for Week of Upgrade**

### **BRANCH HOURS**

<b>Wed. Sept. 28</b>	<b>9am - 8pm</b> Except Downtown Branch, Closed at 6pm
<b>Thu. Sept. 29</b>	<b>9am - 8pm</b> Except Downtown Branch, Closed at 6pm
<b>Fri. Sept. 30</b>	<b>8am - 2pm</b>
<b>Sat. Oct. 1</b>	<b>All Branches Closed</b>
<b>Mon. Oct. 3</b>	<b>All Branches Closed</b>
<b>Tue. Oct. 4</b>	<b>Normal Hours of Operation</b>

**See reverse for  
Contact Center Hours**

# A Few Questions You May Have...

## **Will my Member Number change?**

Your member number will remain the same.

When performing a transaction you will need to provide the share type name associated with your account. For a complete list of share types visit [www.dcfcu.org/sharetypes](http://www.dcfcu.org/sharetypes).

## **Will my Direct Deposit/ACH/Payroll Deduction be affected?**

No, everything will remain the same.

## **Will my TellerLine 24, online banking and mobile login stay the same?**

No, you will be required to re-enroll to use these services. Rest assured, we have met the necessary requirements to maintain your account security. You will be required to download a new app on your mobile device. These apps will be available after Oct. 1<sup>st</sup> on both the iTunes and Google Play store. If you have specific questions please feel free to speak to a representative or call us at 305-471-5080.

## **Will I need to get new debit or credit cards and PINs?**

No, all debit cards and credit cards and their PINs will remain the same. You will be able to use your credit card/debit card without interruption during the conversion.

### **CONTACT CENTER HOURS**

**Wed. Sept. 28** 8am - 6pm

**Thu. Sept. 29** 8am - 6pm

**Fri. Sept. 30** 8am - 8pm

**Sat. Oct. 1** 8am - 8pm

**Sun. Oct. 2** 9am - 5pm

**Mon. Oct. 3** 9am - 6:30pm

**Tue. Oct. 4** Normal Hours of Operation 8am-6:30pm

**To view our full list of  
Conversion FAQs, please visit:  
[dcfcu.org/upgrade](http://dcfcu.org/upgrade)**

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