



## Technology Upgrade Preparation Checklist

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### 3 Weeks to Go | Starting Friday, April 25th

- ☐ **Verify your contact information.** This will ensure you receive all messages regarding the upcoming technology upgrade. You can verify your information either by stopping by any C-U-D branch (Please be sure to bring your government-issued ID), calling us at 303.234.1700, or logging into your digital banking account (to edit your physical address).
- ☐ **Add account nicknames.** We recommend that you give your accounts nicknames now, to more easily differentiate between your accounts after our upgrade when all your accounts will display together under one login. Add them easily in digital banking. View a how-to-video at: [cudenver.com/technologyupgrade#FAQ-12](https://cudenver.com/technologyupgrade#FAQ-12)
- ☐ **Check your inbox.** Keep a close eye on your email inbox for messages from C-U-D about the changes coming, important dates, required tasks, and any subsequent service outages.
- ☐ **View our FAQs.** Visit [cudenver.com/technologyupgrade](https://cudenver.com/technologyupgrade) to learn more about the upcoming changes.

### 2 Weeks to Go | Starting Friday, May 2nd

- ☐ **Enroll in eStatements.** If you would like to have access to eStatements after the technology upgrade, you can enroll now or after the upgrade weekend.
- ☐ **Download any eStatements.** If you anticipate needing any statements that date beyond 36 months prior, we recommend logging into digital banking and downloading them. Or, you can call or stop by an C-U-D branch and request printed statements.

### 1 Week to Go | Starting Friday, May 9th

- ☐ **Complete loan applications.** If you need an auto, personal or mortgage loan, please note loan applications will not be available from Fri., May 16th at 5p.m. through Mon., May 19th mid-day.
- ☐ **Grab cash.** As the technology upgrade weekend approaches, we advise you to stop by a branch or ATM to withdraw extra cash to have on hand. During the upgrade weekend, your balance will not be updated by deposits. Starting Fri., May 16th at 2:00am MST there will be daily limits on cash withdrawals and debit purchases, so having a cash payment option is a good idea. Credit cards transactions will not be impacted.

### Last Day | Friday, May 16th

- ☐ **Make mobile deposits.** The ability to make a mobile deposit will be unavailable beginning at 5:00p.m. on Fri., May 16th. This service will resume mid-day on Mon., May 19th.
- ☐ **Check your balances.** Be sure to check your account balances before digital banking goes offline and branches close for the technology upgrade. From Fri., May 16th at 5:00p.m. through Mon., May 19th, you will not have access to digital banking. Therefore, we encourage you to check your balance Fri. (05/16) and make note of all withdrawals & purchases made during the upgrade weekend.

