

# systems UPGRADE

March 5-8, 2021



Important Information Inside



Savings & Loan  
Member FDIC



FDIC

Your guide to the  
Fairfield Federal Savings & Loan  
**ONLINE BANKING, MOBILE APP,  
BILL PAY & TELEPHONE BANKING**  
Systems Upgrade

**FRIDAY**  
March 5, 2021  
at 12:00pm

**SATURDAY**  
March 6, 2021

**MONDAY**  
March 8, 2021  
at 12:00pm



Upgrade **START** Date

**Bank Closed**

Upgrade **COMPLETE**

*Online Banking, Mobile App,  
Bill Pay & Telephone Banking  
Unavailable from  
12:00pm on Friday, March 5th –  
Monday, March 8 at 12:00pm*

**Please review the important dates and time table.**

For your convenience, this information is also available on our website:

**[WWW.FAIRFIELDFEDERAL.COM](http://WWW.FAIRFIELDFEDERAL.COM)**

If you have any additional questions, please call us at  
**740-653-3863** or **800-650-0987**.

For after hours internet banking support, please call **833-888-0290**.

# service



## AVAILABILITY SCHEDULE

DELIVERY CHANNEL	FRIDAY March 5	SATURDAY March 6	SUNDAY March 7	MONDAY March 8
Branch Offices	OPEN	CLOSED	CLOSED	OPEN
Online Banking & Mobile App	Unavailable after 12:00pm	Unavailable	Unavailable	Available after 12:00pm
Bill Pay	Unavailable after 12:00pm	Unavailable	Unavailable	Available after 12:00pm
Telephone Banking	Unavailable after 12:00pm	Unavailable	Unavailable	Available after 9:00am
ATM Network*	Available	Available	Available	Unavailable

\*ATM services will be available during the system upgrade; real time data on your funds availability may not be. Monday, March 8, the ATMs at each office location will be unavailable so that we can convert them over to the new system.

## important considerations AND ACTIONS TO TAKE

1. Check your available balances before Friday, March 5, 2021, 12:00pm EST.
2. Bill payments will not be processed on March 5 through March 8.
3. Please make sure you do not schedule any payments, including recurring payments March 5 through March 8.

# FREQUENTLY asked questions

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## Why is Fairfield Federal upgrading its systems?

Technology is constantly changing and evolving—at a faster pace now than ever. This new system will enhance the products and services we offer as well as provide flexibility in meeting your needs in the future.

## When will the technology upgrade take place?

Transition to the new system will take place on the weekend beginning Friday, March 5 at 12:00 p.m. The offices will be closed on Saturday, March 6. We will reopen as usual on Monday, March 8 at 8:00 a.m.

ATMs at each office location will be available throughout the weekend, although balance inquiries will not be available. On Monday, the ATMs will be unavailable so that we can convert them over to the new system.

## Will online banking, bill pay and the mobile app be available during the upgrade weekend?

In order to convert these systems over, these services will not be available from 12:00 p.m. Friday, March 5 until 12:00 p.m. Monday, March 8.

## Will bill payments process during the upgrade?

Recurring payments and electronic payments that are scheduled to process before Friday, March 5 will process as usual. **No payments scheduled for March 5 through March 8 will be processed.** Payments scheduled after March 8 will process on the new upgraded system.

## Will the telephone banking services be available during the upgrade weekend?

In order to convert this system over, telephone banking will not be available from 12:00 p.m. Friday, March 5 until 9:00 a.m. on Monday, March 8.

## Will the Telephone Banking phone number change?

Yes, the current phone number will no longer be in service after March 5. Beginning Monday, March 8, the new Telephone Banking phone number will be 888-593-3021. When you call this new number for the first time, you will need to use the last 4 digits of your social security number (for businesses, use the last 5 digits of your TIN) as your password to log in. You will then be prompted to change your password.

## Will my account numbers change?

No, all account numbers will stay the same.

### **Will I be able to use my ATM or Debit card over the weekend?**

Yes, your current ATM or Debit card can be used throughout the weekend. However, while ATM and debit card services will be available, real-time data about your balance or funds availability may not be.

### **Will my ATM or Debit Card number and PIN # change?**

Yes, you will be issued a new ATM or Debit card. You may begin using your new card on or after March 8. You will need to activate your new card and you will be prompted to reset your PIN before using it by calling the phone number provided with your card. Remember to change your card number for any preauthorized payments that are scheduled to process on or after March 8.

### **Will my daily limits change on my ATM or Debit Card?**

Yes, your daily card limits will change to \$500 at ATM machines and to \$2,000 point of sale.

### **Will I continue to receive paper statements each month?**

If you currently receive paper statements, you will continue to do so. Additionally, you will receive an interim statement as of March 5. After March 5, we will be consolidating statement cycle dates. Look for specific information about your account in your monthly statements.

Your new statements will have a slightly different look, but will contain all of the information you are accustomed to seeing.

### **What if I am currently enrolled in eStatements?**

Once the upgrade takes place, you will access your statement directly in our internet banking service. You will no longer have a separate log-in. If you are not enrolled in internet banking, you may do so on our website.

eStatements that you previously had access to may no longer be available after the upgrade. We recommend that you print or save your statements. You may also contact us for copies of these statements.

### **If I have funds directly deposited into my account, will this change?**

No, any funds automatically deposited will not be affected by this upgrade.

### **Is my account information and personal data safe during this upgrade?**

Yes. As always, we take extreme care and use industry best practices to keep your personal information safe.

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If you have any additional questions, please call us at **740-653-3863** or **800-650-0987**.

For after hours internet banking support, please call **833-888-0290**.



**Savings & Loan**  
Member FDIC

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