



SOVITA CREDIT UNION SYSTEM UPDATE **FREQUENTLY ASKED QUESTIONS**

General Information

Why is the credit union updating the computer systems?

Our current processor decided to no longer make major updates to their system and will be sunsetting it in the future. Therefore we researched the top systems in the marketplace and conducted a thorough analysis of our current and future data processing needs to meet the demands of our members. Our new data processing systems will provide members with enhanced banking options, improve efficiencies and improve the availability of our systems.

When does the computer system for the credit union change?

The effective date for the change is April 1, 2025.

What does this change mean?

This change will affect how we operate, process transactions and offer electronic services to our members. You should have received multiple communications about this upgrade and information is available on our website at sovitacu.org.

How is the system upgrade beneficial to me?

We anticipate that our new system will have quicker response times, improve efficiency of data processing, increase the services we can offer our members and improve the communication channels we use to communicate with members.

What are some new features that will be available?

Improved electronic banking services; improved mobile banking with e-Statements and credit card links; time saving routines to open and close accounts; signature pads for signing loan and other documents; reduction in paper documents; more efficient e-Signatures and numerous other features.

Will my funds still be insured and secure?

Yes. The funds in your account(s) will remain safe, secure and insured during the system upgrade.

System Update Timeline

How long will the system be unavailable during the upgrade?

Our old system will shut down at 5:30pm on Friday, March 28, 2025. The new system will be available by noon on Tuesday, April 1, 2025.

Will members have access to their accounts during the upgrade?

Between March 28, 2025 and April 2, 2025, you can access your account(s) with a debit or credit card. If you do not have a card, please contact the credit union before March 1, 2025. You may also withdraw funds from an ATM up to your approved daily limit. You can continue to write share draft/checks on your account; however, the checks will not post to your account from March 28, 2025 to April 1, 2025. You will not be able to deposit or transfer funds, make a loan or credit card payment at one of our offices or use online or telephone banking services during the upgrade time frame.

What should I do to prepare for the system upgrade?

If you do not have a debit or credit card, please contact us before March 1, 2025. You will only be able to access your account(s) with a debit or credit card and at ATMs from March 28, 2025 to April 2, 2025. You will not be able to conduct transactions in any of our offices. Online banking and mobile app (A+COMPUTE), Mobile Check Deposits, A+CALL, Bill Payment and Zelle will not be operational from March 28 to April 1, 2025 at 12:00pm. ATM deposits will not be credited to your account(s) until April 1, 2025.

Communication

Where can I find communication about the change?

On our website, sovitacu.org and in letters mailed to your address on file. Our website will be updated on a regular basis.

Will the telephone number change?

No, the credit union's telephone and fax numbers will not change. Members can continue to use the existing numbers:

Flint Local: 810.720.8300

Lapeer Local: 810.664.5351

Toll Free: 800.369.2786

Sovita Fax Number: 810.720.8301

Account Identification Changes

Will my account number change?

No, your account number will not change.

Will my Share ID's change?

The new system uses 4-digit account IDs instead of 3-digit account IDs. A 0 will be added at the beginning of the account ID. Some examples are:

- Regular Share Account – changing from 000 to 0000
- Share Draft – changing from 019 to 0019
- HI-FI – changing from 063 to 0063
- Certificates of Deposit changing from 700 to 0700
- Business Savings changing from 010 to 0010
- Business Checking changing from 016 to 0016

Will my loan ID's change?

The new system uses 4-digit account IDs instead of 3-digit loan IDs. A 0 will be added at the beginning of the loan ID. Some examples are:

- A Loan ID of 021 will change to 0021
- A Loan ID of 028 will change to 0028

Direct Deposit Information

Will my direct deposit and payroll deduction stay the same?

Yes, the automatic deposits you have set up for your account will continue to post to your account and the payroll deduction will stay the same.

I am expecting a direct deposit on one of the days you are upgrading the system, what will happen to it?

Your direct deposit will be posted on March 28, 2025 if it is scheduled for deposit between March 28, 2025 and April 3, 2025 (as long as it is received by March 28, 2025, items received after March 28, 2025 will be posted as normal on the scheduled dates beginning on April 1, 2025). Additional direct deposits will continue to post to your account on the date they are scheduled.

Do I need to update my information for direct deposit? What about my ACH payments?

No.

Automatic Payments and Transfers

Will my automatic payments and direct debits stay the same?

Yes. If you currently have an automatic payment (utility bill, insurance premium, loan payment, etc.) withdrawn from your Sovita Credit Union account, it will continue to be withdrawn from your account.

What will happen if my loan due date is during the system upgrade?

The due date for any loan, credit card or line-of-credit will remain the same. Loan payments which are due while the system is down will post after the new system is operating. You will not incur a penalty or late fee during this time.

Lending Information

Will the interest rate or term on my loan(s) change?

No. If your loan is a fixed interest rate loan, the terms will not change. If your loan is a variable interest rate loan, it will continue to be subject to interest rate changes quarterly as defined by your loan contract. Typically, interest rates charged on loans by the credit union are very competitive and save our members money.

Where should I mail deposits and payments?

The credit union's post office boxes will not change. Continue to mail deposits, payments or other information to the credit union at:

PO Box 320830
Flint, MI 48532-0015

Continue to mail VISA credit card payments to the credit union at:

PO Box 320825
Flint, MI 48532-0015

I pay my credit union loans through another Financial Institution; do I need to update any payment information?

No.

Checking and Savings Account(s) information

Will fees change?

Yes. The fee schedule has been updated and we have reduced the cost of Stop Payment Fee, Overdraft Transfer Fees and Non-Sufficient Funds fees from \$18 per item to \$14 per item. The credit union has always charged significantly less in fees than other financial institutions and remains focused on providing the best value for our members.

Will the interest rate on my Certificate(s) of Deposit change?

No. Interest rates and terms on current certificates of deposit you have with Sovita Credit Union will not change until the maturity date of the certificate. Typically, interest rates paid on certificates of deposit by the credit union are very competitive.

Do I have to order new checks?

No. If you currently have a share draft checking or business checking account, you can continue to use your current blank checks. If you do not have a share draft checking account, please call us or stop in one of our offices to learn about the benefits of an account with your credit union.

Will my overdraft transfers still work? (Ex. Savings to Checking or LOC to Checking)

Yes. Your current overdraft provisions will continue to process with your account. You may also request to set up additional overdraft provisions.

Statements

Will I still receive my monthly account statement?

Yes, your monthly account statement will be mailed to you if you receive a paper statement and will be available online when A+COMPUTE Online Banking is available on April 1, 2025 if you are enrolled for e-Statements.

Will my statements look different?

Yes, your statement may look slightly different, however, all of the information you currently receive will still be available on your monthly account statement.

Will my e-Statement history still be available?

While the system is being updated, you will not have access to your e-Statements. However, when the new system is available, you should be able to view your previous statements when you click on e-Statement in online banking.

ATM and VISA® Debit Card Information

Can I continue to use my ATM card or VISA debit card?

Yes. If you currently have an ATM or VISA debit card, you can continue to use your Sovita Credit Union cards. When our current system is taken offline and while the new system is launched, there will be a window of time that cash withdrawals and other account transactions will be unavailable at our offices. Your Sovita ATM, VISA debit cards and VISA credit cards will continue to process transactions and can be used to withdraw cash at an ATM and make purchases wherever VISA is accepted. If you do not have an ATM or VISA debit card, please call us or stop in one of our offices to learn about the benefits of a credit union ATM or VISA debit card.

How do I apply for a VISA debit card prior to the system upgrade?

You can contact a Member Service Representative via telephone at 800.369.2786 or 810.720.8300 or visit a credit union office to apply in person.

VISA Credit Cards

How do I apply for a VISA credit card prior to the system upgrade?

You can apply online at sovitacu.org, contact a Loan Representative via telephone at 800.369.2786 or 810.720.8300, or visit a credit union office to apply in person.

A+COMPUTE® Online Banking

Will A+COMPUTE Online Banking change?

Yes, online banking will change. The process to enroll is simple and should take a couple minutes or less. Additional tutorials and specific information about how to log into the new system will be available at sovitacu.org.

Can I still access my account online during the system update?

No, A+COMPUTE Online Banking will be unavailable from March 28, 2025 through April 1, 2025.

Will my username and password be the same?

No. You may be able to use the same information, but there are limitations on special characters and other requirements that may affect your options.

Will all my accounts be linked?

We anticipate that most accounts where you are an owner of the account will be linked to maintain a seamless experience. Call 810.720.8300 if you do not see an expected account.

Will the transactions I can review for my accounts change?

Yes, you can only view transactions posted after March 31, 2025 on the new system. Transactions posted prior to March 28, 2025 will be listed on your monthly account statement. You can also contact a Member Services Representative if you have specific questions about a transaction posted to your account.

Will the automatic transfers I have set up in A+COMPUTE Online Banking change?

Yes. You will need to set up your automatic transfers in the new system.

Will the transaction, balance and activity alerts I have set up in A+COMPUTE Online Banking change?

Yes. You will need to set up your alerts in the new system, which provides more options to filter transactions and activity.

A+COMPUTE Mobile App

Will I need to download a new app from The App Store or Google Play?

Yes, we are updating our app and connecting it to the new online banking system for a streamlined and seamless user experience.

Will the app look different?

The new app will have the credit union logo on it and will look different:



When can I download the app?

You will be able to download our new app beginning on April 1, 2025.

Online Bill Payment

Will the online bill pay system I use to pay my bills change?

Yes. When the new system is available and you have logged into the new A+COMPUTE Online Banking you will enroll for the new bill pay system. You will need to review your payees. Recurring bill payments will also need to be set up in the new system.

If I am enrolled for Bill Payment, will my payments be sent during the system update?

No, please make sure that you do not schedule a payment to a payee beyond March 25, 2025 to ensure the item will be paid. No payments will be sent from our current bill payment system after the system is taken offline on March 28, 2025. Items scheduled after April 1, 2025 will be paid. Please review all scheduled bill payment items after the update.

Will my bill payment transactions posted prior to March 29 be available in the new system?

You can only view transactions posted after March 31, 2025 on the new system. Transactions posted prior to March 28, 2025, will be listed on your monthly account statement. You can also contact a Member Services Representative if you have specific questions about a transaction posted to your account.

What happens if I have a problem with a payment I sent from the current bill payment system after the system update?

You can contact a Member Services Representative who will be happy to assist you.

Mobile Check Deposits

Will Mobile Check Deposits Change?

Yes. Once you are enrolled for online banking, you will be able to use Mobile Check Deposit through the Sovita Mobile App.

When Can I make a Mobile Check Deposit?

Mobile Check Deposits can be made until March 27, 2025 and the deposits will be credited to your account on March 28, 2025. No deposits can be made until the new system is available on April 1, 2025. If you need to make a deposit between March 27 and April 1, please use an ATM and the funds will be deposited to your account on April 1.

Zelle®

Will Zelle change?

Yes. Zelle will need to be reconnected to your account; however, you can quickly set it up in the new system to continue using it with your Sovita Credit Union account.

Money Management Software

Will Quicken® and QuickBooks® still work with my account?

Yes. Quicken requires 5 to 7 days to switch processors. When Quicken is available, if you have a direct login set up with Quicken or QuickBooks, you will have to set up your new login credentials with those software systems. If you need to download your account history, you would need to log-in to A+COMPUTE Online Banking.

Will online banking connect to all versions of Quicken and QuickBooks?

A+COMPUTE Online Banking will be certified to operate with the latest two (2) versions of Quicken and QuickBooks. Versions which are before the latest two versions will not operate with a direct connection.

A+CALL Telephone Transaction system

Will A+CALL® telephone banking change?

Yes. The new menu will be mailed to you if you are currently enrolled for A+CALL telephone banking.

Will the A+CALL® telephone number change?

Yes. The new number is 877.245.1895.

Additional Information

How can I get additional information?

Call, stop in at any of our five offices, or visit our website at sovitacu.org to learn more.