Letter from the President

Dear Valued Member,

If you’re reading this, you know that change is in the air. Our goal has always been to enhance your banking experience by investing in current technology. In fact, one of our strategic objectives is to differentiate ourselves through technology. So in order to continue delivering on that promise, we’re performing a system upgrade this fall.

So what’s changing? We’re improving the technology we use to store accounts and process transactions, enabling us to better serve you when you visit a branch, call our Contact Center, or connect with us via your computer, tablet or smartphone.

You’ll experience improvements in a variety of areas, including a more user-friendly website, more efficient service in our branches and Contact Center, faster response times on new account requests, and much more. The upgrade also sets the stage for even more enhancements scheduled for early 2016 – so stay tuned for some exciting announcements later this year.

The upgrade has been over a year in the making and reflects not only the need to invest in new technology, but also our commitment to listen and respond to member feedback. Not surprisingly, many of the features you’ll see going forward were requested by members like you. You asked. We listened.

What can you do to prepare? That’s easy. Please take a few moments to read our Systems Upgrade Guide, since it provides all the information you need, including what’s changing, key dates and the impact on your accounts. Although some changes may require action on your part, we promise to minimize any inconvenience and make the transition as seamless as possible.

If you have any questions about the upgrade, stop by any branch or call us anytime at 866.873.4968.

Sincerely,

Jim Harris
President and CEO

You Asked. We Listened.

“Make it easier to send money to another individual.”

“Alerts are slow.”

“A secure message center would be helpful.”

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