



New Processor | CU*Answers

What does processor upgrade mean?

The processing system is the computer system that RGVCU uses to maintain Members' accounts, loans and to process transactions.

Credit Union

All RGVCU offices will be CLOSED - Thursday, April 1, 2021 and Friday, April 2, 2021

All offices reopen Saturday April 3, 2021 with extended hours.

Drive Thru Hours: 8:00 a.m. - 3:00 p.m. | Lobby Hours: 9:00 a.m. - 3:00 p.m.

Our phone line will not be in service on Saturday 4/3/21.

What happens and how to prepare.

*Please make sure to plan accordingly.
Have extra cash on hand and/or be prepared with another
form of payment such as our RGVCU Visa Credit Card.*

Thursday, March 25th

What Happens:

- Access to Bill Pay will no longer be available effective 3/25/21
- Payments that have been schedule to take place from 3/26-3/31 will be processed
- Any payments scheduled to take place after 4/1/21 or later will be canceled.

How to prepare:

- Please keep record of your payees (account numbers & billings addresses) from Bill Pay.

Wednesday, March 31st

What Happens:

- Online Banking, Mobile App and Automated Telephone Banking will be unavailable after 6:00 p.m. on 3/31
- Last statement processed on the old computer system
- Limited Visa Debit Card access.

How to prepare:

- Complete all online and/or mobile transactions before 6:00 p.m. on 3/31/2021
- Print out recent account history from online banking for your reference as well as any recurring payments or transfers from your online banking
- All members will receive a printed statement for March. Please print any E-Statements needed prior to 3/31/2021.
- Have extra cash on hand or be prepared with a secondary form of payment i.e. Visa Credit Card

Thursday, April 1st

What Happens:

- All offices will be closed
- Online Banking, Bill Pay, Mobile App and Automated Telephone Banking unavailable
- Limited Visa Debit Card access

How to prepare:

- Have extra cash on hand or be prepared with a secondary form of payment i.e. Visa Credit Card

Friday, April 2nd

What Happens:

- All offices will be closed
- New Online Banking, Bill Pay and Automated Telephone Banking (833-328-0163) are available.
- Enrollment to Online Banking and Bill Pay now available; members can start adding payee and payments in the new bill pay platform.
- Mobile App unavailable
- Limited Visa Debit Card access

How to prepare:

- Have extra cash on hand or be prepared with a secondary form of payment i.e. Visa Credit Card

Saturday, April 3rd

What Happens:

- **All offices (Harlingen, San Benito, Lyford and Rio Hondo) will be open with extended hours.**
Drive thrus: 8:00 a.m. - 3:00 p.m. | Lobbies: 9:00 a.m. - 3:00 p.m.
- Our phone line will not be in service on 4/3/21.
- New Online Banking, Bill Pay and Automated Telephone Banking (833-328-0163) services available.
- Mobile App not available, we will let members know as soon as the app is available.

Monday, April 5th

What Happens:

- All offices return to normal business hours.
- All electronic services will be available to our members.
- Call Center Support (833) 930-3257 available M-F 7:00 a.m. - 4:00 p.m. starting 4/5/2021 until 4/19/2021

Everything you need to know about our data processor upgrade
and how it pertains to: online banking, bill pay,
mobile banking and voice response system.

For Your Information

- Your account number will not be changing.
- Members will be able to use their current checks during our upgrade weekend.
- Direct deposits received on 1st of the month will be deposited.
- Automated Telephone Banking (833) 328-0163 available 4/3/21.

Important Information!

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All offices reopen **Saturday April 3, 2021 with extended hours.**
DT: 8:00 a.m. - 3:00 p.m. | Lobbies: 9:00 a.m. - 3:00 p.m.
Our phone line will not be in service on Saturday 4/3/21.

Online Banking

New Online Banking:

All members will have to re-enroll in this service when you access it for the first time. Members can visit www.rgvcu.coop to access our Online Banking platform.

Login ID:

For all users, your first time login will be: your RGVCU account number. You will be prompted to create a new "User ID" after you log in.

Passwords:

All users will be prompted to create a new password after you log in for the first time and that will be your password going forward.

Mobile App

Our New Mobile App (Andriod & iOS) will **not** be available immediately after the upgrade. We will inform members as soon as it becomes available via our website, Facebook page and Instagram. Stay tuned for the new and improved mobile app.

Bill Pay

Payee Information:

Now is the time to start collecting all your current payee information and payments; such as your account numbers, billing addresses etc.

Your payee information will not transfer over to the new Bill Pay program therefore; members will have to re-enter payee information on the new Bill Pay platform.

Automated Telephone Banking

CU*Talk:

Our upgraded bank-by phone system makes taking care of your credit union business faster, easier and safer!

Here are first-time login instructions:

- Call (833) 328-0163
- Enter your RGVCU Account Number
- Enter your temporary PIN (last four #s of primary Social Security number), then press #.
- You will be prompted to enter a new PIN, then press #
- Confirm your new PIN

Here at RGVCU we would like to thank you in advance for your patience and understanding as we work through our upgrade. Wait time during this upgrade may be longer than normal as we assist our members with our new and improved services.

Please feel free to contact us with any questions or concerns.
contactus@rgvcu.coop | (956) 423-5792 | www.rgvcu.coop

