

Call Federal Credit Union - System Upgrade Service Schedule

MEMBER SERVICES	Friday July 31	Saturday August 1	Sunday August 2	Monday August 3	Tuesday August 4
Branches	Open 9:00 am - 6:00 pm ET	Closed	Closed	Closed	Reopen 9:00 am - 5:00 pm ET
Contact Center	Open 8:00 am - 5:00 pm ET	Closed	Closed	Closed	Reopen 8:00 am - 5:00 pm ET
Shared Branch*	Available until 6:00 pm ET	Unavailable	Unavailable	Unavailable	Reopen 8:00 am ET
Call Federal ATMs	Available	Available	Available	Available	Available
Non-Call Federal ATMs	Available	Available	Available	Available	Available
Debit & Credit Cards (including fraud monitoring)	Available for everyday purchases and ATM withdrawals while branches are closed.				
Direct Deposits	Funds will deposit as scheduled				
Pre-Scheduled Payments or Transfers (ACH)	Payments will be made as scheduled				
Wires	Available	Unavailable	Unavailable	Unavailable	Available in digital banking; must Register and accept wire policy
Loan Applications	Available: Website & In-Branch	Website Only	Website Only	Website Only	Available: Website & In-Branch
DIGITAL SERVICES	Friday July 31	Saturday August 1	Sunday August 2	Monday August 3	Tuesday August 4
Online Banking	Enrollment unavailable Monday, July 27 at 8:00 am ET through Monday, August 3. Online Banking unavailable at 8:00 am ET on Fri, July 31.				Register & Login
Mobile App	Enrollment unavailable Monday, July 27 at 8:00 am ET through Monday, August 3. Mobile Banking unavailable until 8:00 am ET on Fri, July 31.				Access new app, Register & Login
Bill Pay	Unavailable Monday, July 27 at 8:00 am ET through Monday, August 3. During this time, you will not be able to view, schedule, edit, or cancel payments. However, any payments scheduled before the outage period, including recurring payments, will continue to be processed as scheduled.				Available / No New Setup
Loan Payments from External Accounts (MessagePay / REPAY)	MessagePay unavailable Monday, July 27 at 8:00 am ET through Monday, August 3.				Use REPAY, our new online loan payment solution, available in Digital Banking only.
External Transfers to and from accounts you own at other financial institutions	Available until 6:00 pm ET	Unavailable	Unavailable	Unavailable	Available, Need to setup again using Plaid
Zelle®	Unavailable Monday, July 27 at 8:00 am ET through Monday, August 3. During this time, you will not be able to view, schedule, edit, or cancel transfers. However, any transfers scheduled before the outage period, including recurring payments, will continue to be processed as scheduled.				Available / No New Setup
Mobile Deposit	Unavailable Friday, July 31 at 8:00 am ET through Monday, August 3.				Available
Card Controls	Available until 8:00 am ET	Unavailable	Unavailable	Unavailable	Available
Electronic Statements**	Enrollment unavailable Monday, July 20 at 8:00 am ET through Monday, August 3. Electronic Statements unavailable at 8:00 am ET on Fri, July 31.				Available
Account Alerts	Available until 8:00 am ET	Unavailable	Unavailable	Unavailable	Available, Need to setup again
Check Images	Available until 8:00am ET	Unavailable	Unavailable	Unavailable	Unavailable, if you need previous check images please contact us directly or visit a branch.
Automated Phone System	Available until 6:00 pm ET	Unavailable	Unavailable	Unavailable	Register & Login
QuickBooks / Quicken	Available until 8:00 am ET	Unavailable	Unavailable	Unavailable	Deactivate and reactivate connection

Important Notes

Mobile App	Beginning Tuesday, August 4, members should download the new app with an Android and expect an automatic update with Apple then register to login.
Loan Payments	MessagePay will no longer be available Monday, July 27 at 8:00 am ET. Beginning Tuesday, August 4, Repay will be introduced as the new online loan payment solution and will only be available within Online or Mobile Banking.
Shared Branch Guests*	Call Federal will not be able to serve Shared Branch Guest Members at traditional branch locations from Monday, July 27 through Saturday, August 8. Shared Branch Guest Members are welcome again beginning Monday, August 10.
Statements**	All members will receive a paper statement for July 2026, even if they are registered for electronic statements, because of new digital banking upgrade. Members currently registered for electronic statements will receive their statement electronically for August 2026.