

## CHANGES TO BILL PAYMENT SERVICES

Dear Valued Customer/Member:

On October 3, 2017, Me/CU will be launching a new and enhanced version of our consumer bill payment service. The new service will offer many new benefits and features including better cash flow control. Best of all, the new bill pay features a new payment model where your account will be charged on the same day the biller receives the funds for your payment!

| CHANGES<br>(Changes you can expect to see October 3, 2017)   | MAINTENANCE  |
|--|--|
| <ol style="list-style-type: none"> <li>1. Your 'pay date' will be the day that you want your payee to receive your payment, not the day you want the payment to start processing.</li> <li>2. You get to hold your funds until the payee receives the check on that 'pay date'.</li> <li>3. A new payment method will be introduced that works like you are writing a check from your personal check book.</li> <li>4. You will have the option to view some of your payees' statements right on-line.</li> <li>5. New option called Popmoney (send/receive funds to/from another individual).</li> <li>6. New option called A2A (send funds to/from your account at another institution).</li> <li>7. Bill pay and Popmoney will now be available within the mobile app.</li> </ol> | <ol style="list-style-type: none"> <li>1. You will continue to access bill pay through <a href="http://www.mecuokc.org">www.mecuokc.org</a>.</li> <li>2. The majority of your payees will also be converted to the new system. In rare instances, a payee may not convert or the payee information may not be what you initially entered when you added your payee to the old bill pay system.</li> <li>3. We will do our best to ensure we have the most current address and account information but we will also need your help to make sure all of your payments process correctly.</li> <li>4. Once we have moved to the new bill payment service it will be very important that you login to the new site and ensure that all of your payee information is accurate.</li> <li>5. History of your payments will not be converted to the updated system.</li> <li>6. Please go to your current payment history listing and print off any history you think you may need before September 27, 2017.</li> <li>7. Me/CU will no longer have access to your account history. Please go to your <b>current</b> payment history listing and print off any details/history you think you may need <b>before September 27, 2017</b>.</li> <li>8. Due to the new and enhanced version bill pay will not be available from 9-28-2017 thru 10-2-2017 but will be up and running 10-3-2017.</li> <li>9. All bills (except e-bills) with a pay date of 9-29-17 thru 10-1-17 will be paid on 9-29-17.</li> <li>10. Payments are only processed on days when the Federal Reserve is open for business. Payments scheduled for a weekend or holiday will roll to the previous business day as the customer/member's scheduled 'Pay Date'</li> <li>11. For a detailed look at the new bill pay and a Popmoney FAQ, please go to our website at <a href="http://www.mecuokc.org">www.mecuokc.org</a> and view a demo by clicking on the link <a href="http://mecuokc.org/services/learning-center/">http://mecuokc.org/services/learning-center/</a></li> </ol> |

You are a valued member to Me/CU. We thank you for your patience during this transition and we are confident you will be pleased with our new and enhanced Bill and e-Bill payment service.