

Computer System Conversion



We activated our new core member and accounting system on the morning of Monday May 3rd. Things have gone very well and we continue to adapt to our new system.

The following is a recap of the major items to be aware of. Visit the [Computer Conversion page at Imfcu.org](https://www.lmfcu.org) for additional information.

- Our previous system experienced several significant Online and Mobile Banking outages that lasted for several days. Our new system will be MUCH more reliable.
- Mobile Banking users may now access Internet Bill Pay through the new mobile banking apps. Mobile Banking also supports account messaging to and from the Credit Union.
- You may enroll for Mobile Banking without the need to first enroll in desktop Online Banking.
- Existing account suffixes such as "A" for your primary share account or "3" or "4" for checking are no longer used. Plain English account descriptions will be listed. Online and Mobile Banking users may assign custom names to any account.
- Pending ACH direct deposits that will post in the next day or two are now listed within Online and Mobile Banking under "Pending Transactions".
- Direct deposit credits are now posted at 12:05 am EST Monday thru Friday excluding federal holidays. As always, the Credit Union continuously posts ACH credits and debits throughout the day.
- You must re-enroll for new Online and Mobile Banking by selecting the "Enroll Now" link at [Imfcu.org](https://www.lmfcu.org). Access to the Apple and Android Mobile Apps are available in the App Stores. Please refer to our Mobile Banking website page for instructions to download the apps. Mobile check deposit is also available.
- A limited number of ACH debits (withdrawals) were posted to savings when they should be posted to checking between May 3rd and May 6th. Also, a limited number of automated transfers and payroll deduction allocations to loans and other deposit accounts were not completed in early/mid May. Please carefully review your May account statement. If needed contact a Member Service Representative to transfer funds as needed.
- Telephone Banking will be available the first week of June. Visit [Imfcu.org](https://www.lmfcu.org) for details.
- To access your LMFCU Visa Platinum Credit Card, you must enroll in the EZ Card site by following this link: <https://www.ezcardinfo.com/#/>. If needed, contact card holder customer service at 800-322-8472.
- The majority of ACH/direct deposit for May 3rd through the 5th was posted to your accounts on Friday, April 30th. See your April 2021 statement.
- New Online Banking does not have eStatements available for April 2021 or prior. Contact the office if you need a statement copy for March 2021 or earlier.

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*APR = Annual Percentage Rate Assumes a credit score of 730+, automatic payment and a four year term. Other restrictions apply

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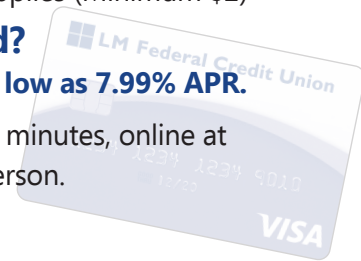
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Office Holiday Closing

The Credit Union will be closed Monday, July 5, 2021 in observance of Independence Day.

Contact Information

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Facebook: facebook.com/LMFederalCreditUnion

Temporary COVID-19 Hours:

Lobby, Drive Thru & Phone Hours: Monday - Friday: 9 am - 5 pm EST



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NCUA

National Credit Union Administration, a U.S. Government Agency