

## What's Changing & What's Not

Most importantly—our staff isn't changing! We'll be the same TruCrew after our upgrades, continuing to help you save money and bank simply.

### Things that **are changing**:

- Account type suffixes: These come after your account number to tell us it's a checking account, loan, share certificate or other type of account. Currently, the suffixes are letter(s) and number(s) and they'll change to three numbers. For example, an S1 will change to 000. ***Your account numbers aren't changing.***
- The system that processes many of our transactions
- Several services will have a new look and new features, including online banking, bill pay, phone banking, mobile and text banking services
- Online banking and mobile banking log-in
- Signature pads and scanners will be added at each teller window for faster service and as part of the new e-receipt feature

### Things that **aren't changing**:

- Account numbers (*only account type suffixes change*)
- Debit card numbers and cards
- Credit card numbers and cards
- ACH and payroll direct deposits
- Automatic transfers
- Loan payment due dates
- Share certificate maturity dates
- Interest rates on existing fixed rate savings and loan products