



KEY DATES AND INFORMATION:

In an effort to make the transition from West End Bank to 3Rivers Federal Credit Union as seamless and easy for you as possible, we're providing you with a list of significant dates — and an overview of what you can expect — during the technical conversion process. **Please save this information and plan accordingly (have alternate forms of payment available) in order to prevent disruptions to your banking during this process.**

Please visit 3riversfcu.org/merger at any time — before, during, or after conversion — for the most up-to-date information.

***As technical conversion progresses, dates, times, and details noted may vary, as all dates are tentative and subject to change based on regulatory approval and customary closing conditions.**

BEGINNING THE WEEK OF MAY 18

- You will receive your new 3Rivers debit card in the mail. You may activate and set up your PIN, but DO NOT begin using it until Saturday, May 30th. It will not function.
- You will receive your starter packet of 20 3Rivers checks in the mail. Your account number will not change. Your routing number will change, but your West End Bank routing number will continue to function for a period of time and you should not experience any disruption to your current automatic deposits or withdraws.

**** You will receive a detailed booklet of information with all online banking, mobile and bill pay information and enrollment instructions, in the next week.**

WEDNESDAY, MAY 27

- West End mobile banking app will no longer be available, beginning at 9am.

THURSDAY, MAY 28

- West End online bill pay will no longer be available, beginning at 9am.

FRIDAY, MAY 29

- All West End Bank branches will close at normal business hours to prepare for account integration weekend.
- West End online banking will no longer be available, beginning at 9am. However, your past statements should migrate to your new 3Rivers online banking platform.

SATURDAY, MAY 30

- All West End and 3Rivers branches **will be closed on this day** to help facilitate the merger process.
- Technical conversion begins. All West End accounts, products, services, and online banking will be converted to 3Rivers Federal Credit Union.
- At this time, discontinue using your West End debit cards and begin using 3Rivers debit cards.
- Some services may experience limited functionality during technical conversion.
- 3Rivers team members will be available to answer any questions you have by phone at 800.825.3641, from 9am-4pm.

SUNDAY, MAY 31

- All branches will remain closed as technical conversion continues.
 - 3Rivers team members will be available to answer any questions you have by phone at 800.825.3641, from 9am-4pm.

MONDAY, JUNE 1

- **Official merger date. Welcome to 3Rivers!**
- You now have full access to 3Rivers products, services, and technologies.
- 3Rivers online and mobile banking are now available for you to enroll. (You will receive full details and enrollment instructions next week).
- All West End branches will re-open (with existing West End Bank business hours) as a branch of 3Rivers.
- All branches will be staffed with extra team members, should you need assistance.
- 3Rivers team members will be available by phone at 800.825.3641, or you can email questions to merger@trfcu.org.



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3riversfcu.org

800.825.3641