



CORE Conversion

MARCH 2019

WELCOME TO SPRING!

Caring for the long-term financial strength of **Dakota West Credit Union** and its members drives what we do today, tomorrow, and always. Keeping our technology and systems in their best shape for the future requires a new data storage and processing system to manage our operations. Beginning on June 1, all our services will reside in a new data processing system, or “core,” and we want you, our members, to learn about the change, and understand how this change will impact and benefit you.

Over the next two months, you will see more information about our Core Conversion.

- You'll find details about the change on our new Member News and Events webpage.
- We will offer information and incentives to help you stay apprised of what is changing.
- We will provide links to the latest Core Conversion news, and within our online banking software you'll see reminders as our Core Conversion approaches.
- Many of the changes we have already made, including our new online and mobile banking, which have been stepping stones to our Core Conversion.

By the time summer arrives, we will have forgotten the chilling winds of winter and the piles of snow that have been replaced by green grass and bright leaves. At **Dakota West Credit Union**, we will have brought our core into the latest technological age, and enabled our members to benefit from streamlined processes, improved security, and one of the most up-to-date banking systems available.

Enjoy your spring, and thanks for being a member of **Dakota West Credit Union**. We look forward to serving you even better this summer as we Grow West!

Check out our enclosed Frequently Asked Questions, or discover more details at www.dakotawestcu.com.



KEY CORE CONVERSION DATES

- Monday, April 1 – new Member News & Events webpage launches
- Friday, April 5 – new Member Newsletter available online
- Friday, May 31 – all branches close at 4:00 pm CT / 3:00 pm MT to complete month-end transactions and begin Core Conversion
- Friday, May 31-June 3 – online banking and mobile app unavailable after 4:00 pm CT Friday through 8:00 CT Monday morning
- Saturday, June 1 – all branches closed during Core Conversion
- Monday, June 3 – normal operations resume at 8:00 am CT