

BANKING SYSTEM UPGRADE

Frequently Asked Questions (FAQ's)

Conversion Weekend:

JULY
16th - 18th

WHAT IS A CORE SYSTEM? WHY IS FIRST FEDERAL MAKING THIS UPGRADE TO ITS CORE SYSTEM?

The core system is the software that executes major banking functions, such as: opening and managing accounts, originating and servicing loans, processing cash deposits and withdrawals, posting transactions, calculating interest, maintaining customer information, and more.

At First Federal/Central Kentucky Federal, we are committed to providing quality products and exceptional service. In an effort to improve and expand the products and services that we offer you, the bank decided to upgrade our core banking system. This conversion requires a significant investment of both time and resources but will enable us to enhance our capabilities and offerings and ultimately the service that we provide to our customers.



WHEN IS FIRST FEDERAL/CENTRAL KENTUCKY FEDERAL UPGRADING THE CORE SYSTEM?

We are upgrading our core system over the weekend of Friday, July 16th through Sunday, July 18th. All Central Kentucky Federal Branches will be CLOSED Saturday, July 17th.

IS MY PERSONAL AND FINANCIAL INFORMATION SECURE?

At First Federal/ Central Kentucky Federal, the security and privacy of your information is a top priority. Our new core system will provide additional features to protect your information.

Yes, your information is protected and secure during and after conversion.



WHAT SERVICES WILL BE AFFECTED DURING CONVERSION WEEKEND?

- Danville and Lancaster Branches will be CLOSED Saturday, July 17th.
- Online Banking, Mobile Banking, and Telephone banking will be unavailable starting at 5pm Friday, July 16th – Monday, July 19th at 9am.
- Online Bill Pay will not be available starting at 5pm on Friday, July 16th – Monday July 19th at 9am.



**WILL MY DEBIT OR ATM CARD WORK DURING
CONVERSION WEEKEND?**

Yes, however balance information will not be available.

**WILL MY DEBIT OR ATM CARD WORK
AFTER CONVERSION?**

Yes, there are no changes to our Debit or ATM Cards.

**WILL MY ACCOUNT NUMBER(S)
CHANGE?**

No, your account number(s) stay the same.



WILL I BE ABLE TO USE MY CURRENT SUPPLY OF CHECKS AFTER CONVERSION?

Yes, your checks will continue to be functional after conversion.

WILL THIS IMPACT MY DIRECT DEPOSIT OR PRE-AUTHORIZED/ REOCCURRING PAYMENTS?

No, all transactions will be processed according to schedule.

WILL INTEREST EARNED ON MY DEPOSIT ACCOUNTS BE IMPACTED?

No.



**IF I HAVE BILL SCHEDULED TO BE PAID OVER
CONVERSION WEEKEND, WILL THOSE BE
PAID?**

Yes, all Bill Pay transactions will be processed according to schedule.

**WHAT CHANGES WILL I SEE IN ONLINE
AND MOBILE BANKING?**

You should see no visible change with Online or Mobile Banking.

**WILL I NEED ANY INFORMATION TO BE
ABLE TO ACCESS ONLINE AND MOBILE
BANKING AFTER CONVERSION?**

No, your current username and password will not change.



WILL FIRST FEDERAL AND CENTRAL KENTUCKY FEDERAL ATMS BE FUNCTIONAL THE WEEKEND OF CONVERSION?

Yes, our ATMs will be operational, but there will be no balance information available during conversion weekend.

WILL THERE BE ANY CHANGES TO ONLINE BILLPAY?

No, there are no changes to Bill Pay.

WILL I NEED ANY INFORMATION TO BE ABLE TO ACCESS ONLINE BILL PAY AFTER CONVERSION?

No, your current username and password will not change.



WILL ESTATEMENTS BE AFFECTED?

No, eStatements will not be affected by the conversion.

WILL STATEMENTS BE IMPACTED FOR JULY 2021?

Yes, some customers may receive two July statements due to the cut-off of the old system to the new system.

ARE THERE ANY CHANGES TO VOICE BANKING AFTER CONVERSION?

The telephone banking number will stay the same. 1-800-436-5142. If you are a current voice banking user, your PIN will be reset to the last four digits of your social security number the first time you call in.