

Important Consol ECU Account Information

Please read thoroughly.

On the morning of September 16, 2019 your savings and/or checking accounts will be moved to Century Heritage Federal Credit Union. We plan to have funds transferred by 12:00 noon on September 16th.

Please make sure to review the contents in this letter as the information is important. We will do our best to make this as smooth as possible.

Your preparation prior to September 16th:

1. Consol eStatements - In preparation for this move, **please be sure to download and save your Consol ECU eStatements for future reference.** Once we move your account to the Century Heritage platform, past Consol ECU eStatements will no longer be available through electronic means.
2. Consol Home Banking will be disabled at 8:00 am on September 16, 2019. You will no longer have access to this site after this date and time.
3. Enroll in It's Me 247, our home banking product.

To enroll in our online banking service, "It's Me 247", visit our website – chfcu.org. Your default username will be your current Consol member number (***unless you received a phone call from the credit union providing you with a new number***), and your temporary password consists of an 8-digit number: the last 4 digits of the primary account holder's Social Security Number + their 4-digit birth year. You will be prompted to change your password and set up challenge questions. Once logged in, you also have the ability to change your username (member number) to something other than your account number.

4. Enroll in electronic statements.

Once you have registered for "It's Me 247" online banking, you will be able to register for eStatements under the My Documents tab.

5. Download our Mobile App with Remote Deposit.



6. You should receive your new Century Heritage debit cards in the next 7-10 days, if applicable.

To activate your debit card, please call the number on the white sticker on front of your debit card - 866-642-0450 **You must call from the primary telephone number that is currently listed on your account and activate all cards issued using the primary account owner's social security number.** If you have any difficulties in activating your card, please call the office so that we may update your primary telephone number in our system.

Important: Your current Consol debit cards will remain active through September 15, 2019. The new Century Heritage debit card can be activated prior to September 16th, however they cannot be used until your balance has been moved to your Century Heritage account.

Important: Automatic withdrawals using your debit card. If you have automated payments being paid through your debit card, you will need to contact those companies and provide them with your new Century Heritage debit card number.

Moving forward:

1. Change in Consol checking account suffixes:
 - a. Suffix 50 changes to 009
 - b. Suffix 51 changes to 010
 - c. Suffix 52 changes to 011
2. At this time you may continue to use your current Consol personal checks to pay bills, etc. These checks will clear out of your Century Heritage account.

Important: If you need to place a check order, please contact the credit union directly to place the order for you to accommodate the routing number and possibly account number change on your new checks.

3. Bill Payment is located within It's Me 247. All of your Consol bill payment information has been transferred and will be accessible when you log into It's Me 247 home banking.

Important: The Bill Payment system will be unavailable from 9:00 am Friday, September 13th through 12:00 noon on Monday, September 16, 2019. Scheduled payments will be processed.

4. Automated account transfers you currently have set up will be moved to your account on the Century Heritage system.
5. Direct Deposit / Withdrawals through ACH – All current ACH transactions will be routed to your account on the Century Heritage system. If you have account transfers set up on these deposits, we will build those on the system upon receipt of the first ACH direct deposit. This is one item that we cannot build prior to the move from Consol to Century Heritage.

6. When setting up ANY NEW direct deposits, withdrawals from your checking or savings account, please use routing number **243380516** and your NEW account number, if applicable.
7. It is best to use online banking or our automated telephone teller (Call 24) to transfer funds between accounts prior to an item clearing from your account. Call 24 telephone number is 1-844-422-5524. If funds are not available in your checking account and monies are automatically transferred from your savings account to cover the item, an over-draft protection fee of \$5.00 will be applied. Avoid this fee by ensuring that funds are on deposit.

If you have any questions or concerns prior, during or after this move, please reach out to the McMurray branch at 724-299-3730. We thank you for your continued support of your credit union and your patience as we move together through this move.

Thank you,

Ron Melani and the rest of the Century Heritage Team