

# THE MONEY WIRE



Leyden Credit Union  
2701 N. 25th Avenue • Franklin Park, Illinois 60131  
(847) 455-8440 • [www.leydencu.org](http://www.leydencu.org)

## Important Information Please Read

**There have been some changes to the initial information given regarding account suffixes as well as disruption in office hours during our conversion weekend of March 30 – April 1<sup>st</sup>.**

Originally, our plan was to not be closed at all during regular operating hours. We hoped to close at 12:30 p.m. on Saturday, March 31<sup>st</sup> and open back up at 8:30 a.m. on Monday April 2<sup>nd</sup>. After speaking with our conversion team, they felt that this would not give our staff sufficient time to complete all the necessary testing to ensure a successful conversion. Therefore, the LCU Board of Directors voted to close the credit union on Saturday, March 31<sup>st</sup>.

Leyden Online and LAURA will also be unavailable after close of business on Friday night, March 30<sup>th</sup>. You will have access to your accounts using your LCU VISA Check Card, LCU Credit Cards, or your LCU ATM card throughout the weekend.

Leyden Online Bill Pay Users will lose the capability of accessing the Payment Manger button after Monday, March 26<sup>th</sup>. This will allow any payments scheduled by the 26<sup>th</sup>, to clear your account prior to the switch to the new Leyden

Online and Bill Payment.

We have a link to a demo of the new Bill Payment Service on the Leyden Online Login Page. Bill Payment will remain a free service for LCU members. *If you have any recurring payments or transfers set-up via Leyden Online, please be aware that they will not be processed in April unless you set them up using the new Leyden Online.* We are making efforts to have the new Bill Payment system active and available prior to conversion. We will have a link on the Leyden Online Login Page if we are successful in setting this up prior to conversion.

As previously stated, account numbers will not be changing. There will be changes to your individual savings and loans suffixes. As previously stated, all primary savings suffixes are being changed from #00 to #01. All #01 savings suffixes will be changed from #01 to #11.

Checking account suffixes will be unchanged. Direct deposits into, or payments authorized, from your primary savings account or your checking account should not be affected. Payments that are set up directly through the



**MARK YOUR CALENDARS!...**

*The Annual Meeting of Membership will be held immediately following the close of business on Wednesday, March 21 at the credit union office.*

phone company, Gas, Electric, mortgages, credit cards, etc., should not be affected. These electronic transactions indicate an account number and whether the payment should come from savings or checking. They don't reference a specific suffix. Therefore, there should be no disruption to these types of payments. Direct Deposit works very much the same way. The deposit comes in with an account number and a savings or checking designation. Suffixes aren't specified, so there should be no disruption with your deposits.

For members that have payments or deposits coming from/going into suffixes other than their primary savings or checking suffixes, we will do everything possible to make sure that all payments and deposits are applied appropriately. **ALL members should review their statements closely for any mis-posted items.** It would also be a good idea to view your accounts online or review over the phone using LAURA so that together, we can correct any mis-postings as soon as possible.

**Other share suffixes that are changing include our Vacation and Holiday club suffixes.** They are moving to #13 and #14 respectively. Our Savings Bond Program suffixes will be relocating to suffixes #15-#18. Our Non-Interest Bearing Shares suffixes will be changing to #12. Our Share Certificate suffixes will be consolidated and relocated to suffix range #88-#95. Money Market and IRA shares will retain their current suffixes.

As stated in earlier correspondences, loan suffixes that are currently numbered #01 through #20 will be renumbered #71 through #79. If you have multiple loans and you mail in your loan payments, please indicate on your check, for which loan the payment is intended. You can do this by indicating the old loan suffix or by loan type, or by payment amount. Leyden Online users that want to transfer a loan

payment will be able to differentiate their loans by payment, Loan Title, or Loan Type.

Overdraft Line of Credit Loans will retain their same #35 suffix. Portfolio First Mortgages that are numbered #40-#42 will not change their suffix either. Most Home Equity Lines of Credit will retain their current suffixes. The general rule is that if you have a loan with a suffix #1 through #20, the suffix will change. Most other loans will remain the same.

The statement that you receive in April will contain all of your old financial records. The statement that you receive in May will have all of your new suffixes. Please examine both of these statements very closely. **We want to make sure that if there are any errors, they are identified and corrected as soon as possible.**

**LAURA, our Audio Response system will be changing as well.** Please listen to all menu choices very closely before making your selections. If you haven't tried Leyden Online, you may want to take this opportunity to give it a try. You get a much better overview by looking at your accounts online versus having to listen to your account information check by check, or transaction by transaction.

I do have one request from you, our members. **Please be patient with us during the next few months.** We have made the decision to make this data processing change for the benefit of all our members. We have 25 employees working together to make the conversion as seamless and error free as possible. We've got over 5400 members with over 12,000 share and loan suffixes combined. It will be much easier to spot errors if you can be a second or third set of eyes examining your accounts for accuracy. If we all can work together, it will make the process easier for everybody. **Thank you.**

David Lukas, *LCU President/CEO*

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## Office / Drive-Up Hours

Monday, Tuesday, Thursday: 8:30a.m. – 5:00p.m.

Wednesday: 10:00a.m. – 5:00p.m.

Friday: 8:30a.m. – 6:30p.m.

Saturday: 8:30a.m. – 12:30p.m.