



SERVICES USER GUIDE FOR SYSTEM UPGRADE/CONVERSION

Conversion weekend is set to begin at the close of business on Friday, September 30, and will continue into Monday, October 3, 2016. We expect to be open for business on Monday, October 3 by noon. If possible, we do suggest that you complete any foreseeable in-branch transactions prior to the close of business on Friday, September 30.

During conversion weekend your RiverFall debit and credit cards will continue to work, but cash and purchase limits may be reduced. RiverFall ATMs will be operational with the exception of balance inquiries. Additionally, Shared Branching Outlets (Service Centers) will have limited capability and follow offline guidelines.

The following services will be unavailable from the close of business Friday, September 30 through Monday, October 3:

- Online banking
- Mobile banking
- Bill pay
- Telephone banking

Please note that our phone banking and online banking systems are changing. Beginning Tuesday, October 4, existing users should follow the instructions below to access RiverFall's electronic services.

Online Banking

Our new online banking system is called NetTeller. Access NetTeller by visiting our website, www.riverfallcu.com. Beginning Tuesday, October 4, sign in from the online banking box in the center of our home page. Your initial NetTeller ID will be your member/account number. Your initial password will be 'RCU' plus the last 4 digits of the primary member's social security number (RCUxxxx). From there, the system will walk you through setting up your own unique sign on ID and password as well as completing additional security steps.

Mobile Banking

From NetTeller, go to Settings – Mobile Settings. Enter the necessary information and follow the instructions to complete the new mobile banking setup and download the new app.

Bill Pay

Access will be via the iPay tab found in main menu bar of NetTeller. Bill pay information including scheduled payments and transfers will carry over from the previous system to iPay.

Telephone Banking

Beginning Tuesday, October 4, dial 205-759-3900 to access iTalk, RiverFall's new telephone banking. You will enter your member/account number and your social security number to access iTalk for the first time. Follow the prompts to select your own Personal Identification Number (PIN). Once that's established, your member/account number and PIN will be required for access.