



March 7, 2016

**Dear Valued Member:**

As a current bill pay user we are informing you of the bill pay upgrade occurring on May 11, 2016, you will find the new bill pay; It's Me 247 Bill Pay, to be secure, user friendly and convenient. As a user of our bill pay there are some questions you may have regarding the change. We hope to answer those questions for you in this letter, however should you have additional questions please feel free to call, email or stop into our office located at, 425 Neptune Avenue, Brooklyn NY 11224.

In order to process the upgrade we will need a few days to implement the new product. During this time you will not have access to your bill pay, however your scheduled payments will process. Additionally, all reoccurring payments and transaction history information will not be available to you in our new It's Me 247 Bill Pay system, however your bill pay history will be available to you on your e-statement. We suggest you print out your scheduled payment information, including payment date, payee name, contact information and your account number. We have also provided a form on our web page that can be printed out and completed, which will assist you in your documentation process.

Once the upgrade is complete we encourage you to log into your new bill pay and navigate the user friendly new system.

**Prior to Upgrade:**

- 1) Document your current payees, including your account number, payee name and contact information.
- 2) Note the dates of the system upgrade
  - a. Bill pay access will be unavailable on May 10, 2016
  - b. Our New Bill pay system will be available on May 11, 2016:
- 3) Call, email or visit our office for any questions or concerns regarding the upgrade: 718-266-2204

**During the Upgrade:**

- 1) You will have access to Online Banking; however you will not have access to Bill Pay. Your scheduled payments will process during the upgrade, however after the upgrade you will need to re-enter the payee information

**Post Upgrade:**

- 1) Log into It's Me 247 Online Banking and accept the new user agreement
- 2) Reschedule your reoccurring payments
- 3) Should you have questions please visit our web page for detailed videos, or call us at 718-266-2204.

The upgrade will not affect your access to It's Me 247 Online Banking, it will simply impact your access to bill pay. The new It's Me 247 Bill Pay will continue to be free of charge for our members.

Please visit our website: [consumersfcu.org](http://consumersfcu.org) for more information and to access the payee information form. You may also watch the informative video here:  
[https://www.youtube.com/watch?feature=player\\_embedded&v=pBSBoHJZejs](https://www.youtube.com/watch?feature=player_embedded&v=pBSBoHJZejs)

We appreciate your membership and look forward to serving you.