

Transition Plan



Thursday, July 31 - All Systems Offline at 2:00pm

! Starting at 2:00pm on July 31, **all Butler Heritage systems including the In-Branch Transaction System, Website, Online Banking, Debit Cards and Credit Cards will go offline permanently.** The branch will close at 2:00pm that day. **Please prepare for this outage by accessing cash and performing any transactions needed before 2:00pm.** The branch will reopen at 9:00am on August 1 to serve you.

Friday, August 1

- **Accounts Live on COPFCU Systems:** Starting August 1, all accounts will be housed on COPFCU systems.
- **Account Numbers:** Please find your new COPFCU Account Number(s) on the previous page. Any additional accounts/loans will be transitioned to COPFCU even though they are not listed individually.
- **Direct Deposits:** Your Direct Deposits (including Social Security payments) will automatically redirect to your new COPFCU account.
- **Checks:** For members with a checking account, your current BHFCU checks will continue to work.
- **ATM Cards / Debit Cards:** Members with an ATM or Debit card will receive a new card in the mail shortly. **Please activate the card when you receive it, but bear in mind that the card will not work until August 1. Likewise, all BHFCU cards will cease to work on August 1.**
- **Credit Cards:** Members with a credit card, will receive a new card in the mail shortly. The card will carry the same credit limit, Purchase APR and Cash Advance APR. Other features of the card may change, however, including cash advance fees, international transaction fees, etc. Please review the credit card terms and conditions when you receive the notification in the mail. **Please activate the card when you receive it, but bear in mind that the card will not work until August 1. Likewise, all BHFCU cards will cease to work on August 1.**
- **Website:** BHFCU's website will retire. Please visit COPFCU's website at **www.copfcu.com** to access Online Banking, apply for a loan and learn about all products and services available to you.
- **Online Banking & Mobile Banking:** Effective August 1, login to COPFCU's online and/or mobile banking app to verify and manage your accounts. Instructions for first-time access are on the following page.
- **Bill Pay:** Enjoy managing all your bills and payments with COPFCU Bill Pay. Access it right inside online banking or the mobile app.
- **Expanded Service Hours through Member Support Center:** Effective August 1, you can contact our Member Support Center for service at 1-800-810-0221. The member support center is available to assist you Monday – Friday from 8:30am to 5:00pm and on Saturdays from 9:00am to 1:00pm.
- **Access to All COPFCU Branch Locations:** Effective August 1, you can visit any COPFCU branch location for service. Visit **copfcu.com/locations** for a full list of COPFCU branches.
- **Free ATMs:** Starting August 1, enjoy NO ATM FEES whenever you use your COPFCU Debit Card at these ATMs.

Sorg Bay West FCU

400 N. Broad St.
Middletown, OH

PNC ATM - UDF

101 N. Verity Pkwy.
Middletown, OH

PNC ATMs

3359 Towne Blvd
Middletown, OH

River Valley CU

815 Elliott Dr.
Middletown, OH

How to Access Our Systems Starting August 1



! We must have a **correct mobile number** or **email address** on file for you and any joint owners to login to Online Banking & the Mobile App. **As a security measure, a one-time passcode will be sent when accessing any digital banking channel. Call 513-423-2921 to update this info.**

Online Banking

To log into desktop Online Banking for the first time:

1. Go to www.copfcu.com
2. Click the green ONLINE BANKING bar in the top right corner
3. Click "First Timer User?"
4. Follow the prompts to register

Bank-by-Phone System

1. Call 1-844-891-0909
2. Enter your member account number followed by #.
3. For the PIN, enter the last 4 digits of the Primary Owner's SSN followed by #. You will then be prompted to select a different PIN.

Main Menu Options

- 0 - Hear a bank-by-phone tutorial (press * to exit the tutorial)
- 1 - Account inquiries, including balance
- 2 - Transfer funds
- 3 - Current rates
- 4 - Change your bank-by-phone PIN
- 5 - Change to a different account number
- 6 - Other CU information, including locations and hours
- 8 - Repeat this menu
- 9 - End the call

Mobile App Access

To manage your accounts on the go 24x7, we highly recommend using our mobile app.

1. After you've logged in to Online Banking, visit your phone's app store.
2. Search for "COPFCU mobile"
3. Download and install the app.
4. Authenticate with your Username and Password
5. You can setup your app's login credentials to use **Face ID** or a **4-Digit PIN** by:
 - a. Clicking the person icon in the upper right-hand corner.
 - b. Click "Authentication Options"
 - c. Select your preferred method

The Benefits of Mobile

Our mobile app is the best way to manage your accounts. The app features:

- Mobile check deposit
- Manage My Cards
 - Set card transaction alerts
 - Lock/unlock your card for security
- Bill pay
- Early Pay - get your paycheck up to 2 days early
- Send a Secure Message to the CU
- Find Free ATMs
- Apply for a Loan
- and more.

Questions?

We're here to help. Please call us at 513-423-2921 or stop by the branch at 660 N. University Blvd.