

# IMPORTANT NOTICE

## AOCU 2.0 BILL PAY



As you have heard, Advantage One Credit Union is in the process of updating our entire Online Banking, Mobile and Bill Pay solutions. The new system will be available on June 2<sup>nd</sup>, 2020.

We have identified that you are a frequent user of our Bill Pay platform and we wish to make you aware of the conversion schedule and availability of services.

### WHAT YOU CAN EXPECT

- ▶ Bill Pay will not be available to members from May 22<sup>nd</sup> through June 1<sup>st</sup>. No payments or payees can be scheduled, added, stopped or modified during this time period.
- ▶ Any scheduled payments submitted prior to May 22<sup>nd</sup> will be made as usual. (Ex: Your car payment for May 28<sup>th</sup> would be paid if you have scheduled the payment in the system prior to May 22<sup>nd</sup>.)
- ▶ Payee information for PopMoney® payments will not convert into the new system. You will be required to add Person to Person (P2P) recipients into the new Bill Pay system.

### VIEWING ACCOUNTS ONLINE

We have taken great care to ensure that your payees and payment schedules from the old system remain intact and move to the new system. When you visit the new system the first time, we highly encourage you to review your payee data and payment schedules to ensure the accuracy of the data. You are ultimately responsible for the payees and bill payments within Bill Pay. If you need further information, call us or watch tutorials online at [myaocu.com/new-bill-pay](https://myaocu.com/new-bill-pay).

**Please note that we will be unable to convert existing eBills into our new Bill Pay system.** eBills are monthly statements from vendors such as Macy's, Home Depot, DTE, etc. delivered electronically into our current Bill Pay program. We recommend that before May 22<sup>nd</sup>, you unsubscribe from all eBills in our current Bill Pay system. This will revert your statements to mailed statement delivery. We also advise you to monitor your account balances with the vendor online. You may re-enroll your payees into eBills in the new Bill Pay system.

For your convenience, copies of communications are available at [myaocu.com/aocu2](https://myaocu.com/aocu2). Watch for additional email notifications in the coming weeks. If you have any questions, please contact us at 734-676-7000.

***Thank you for your continued support!***

**FOR MORE UPGRADE DETAILS VISIT [MYAOCU.COM/AOCU2](https://myaocu.com/aocu2)**