



Your next statement will look different

As previously notified, we transferred all business accounts and loans from a third party system to our in-house operating system on April 1, 2011. As a reminder:

- Your future business statements will have a new format and look like our consumer statements.
- You will receive a separate statement for each account number.
- Account and routing numbers did not change. You may continue to use existing checks.
- Loan numbers and loan terms did not change.
- Some checking and savings account types and features changed.
- Full service online banking requires a new enrollment in eBranch. For a limited time, you may access Business Connect to view account history through March 31, 2011, however, for transactions after this date, a new enrollment in eBranch is required for account history, current balance, to use bill pay, transfer funds and for eStatements.
- CU Hear account access by phone is available through our consumer number and requires a new PIN for access.

Our member service representatives are ready to provide information needed to establish your electronic services or assist with questions about your account(s). Please call us at **(800) 743-7228** or visit any Arrowhead branch. Thank you for your patience and understanding during this transition.

Please refer to the mailer previously sent for more details or visit **www.arrowheadcu.org/business** for related information.