

Frequently Asked Questions about the Changes on BUSINESS ACCOUNTS/LOANS

Why is my account changing?

To better serve our members, all accounts and loans (business and consumer) will be on one operating system. This requires that we transfer your business accounts and loans to the primary system we currently use to service consumer accounts and loans. Account and routing numbers remain the same, and business loan numbers and loan terms will not change. This change affects only business accounts – consumer accounts will not change.

When this change happens, what do I need to do?

Some business account types will change terms and features on the night of March 31, 2011. For all business accounts, you will be able to establish your online access, re-set your bill payments, account links and other electronic services the next day, April 1, 2011. Your account number will not change and your checks and any electronic entries will process as usual.

Can I still make deposits using Arrowhead's Merchant Window?

You will continue to have access to the business line; however, you can now be assisted by more member service representatives at the branch and through our Member Service phone center.

What happens to my loan?

Nothing changes on your loan – your loan number, payment amount, due date, balance and rate remain the same.

Will my paper statements change?

You will receive a statement that will look different than your current business account statement. You will receive one paper statement for each businesses account and/or loan at the address of record for each. To avoid multiple paper statements, you can enroll in eStatements separately for each account. For the most convenience, we can link your accounts to provide a single view of all your accounts when you use eBranch online banking.

Will I continue to receive my statements electronically if I currently do not receive paper statement?

You will need to enroll for eBranch for online account access and eStatements, and set up your account preferences and any bill payments.

Do I need to change my electronic entries to or from my account?

Automatic entries will not be affected. You do not need to make any changes.

Do I need to change payments coming out of my business account?

Any payment made from your account using Business Connect bill pay or the cash management module, and payments set up on a business debit card will need to be re-established on eBranch online banking, by setting up automatic account to account transfers, or on your new business debit card. This can be done on or after April 1.

When can I access my business account?

Your account will be available to you on April 1, 2011 at any branch or through our Member Service phone center. For online account access, you will need to enroll in eBranch (previously Business Connect) for transaction history, eStatements, bill pay, account alerts, online stop payments, account transfers and more. If you would like access to CU Hear phone teller, you will also need to reset your access code.

Will my bill payments set up on Business Connect transfer to eBranch?

You will need to reset your bill payments like new on eBranch. Bill payments on Business Connect will not process after March 31, 2011. If you have payments due on, or soon after, April 1, 2011, you won't have time to reset them and meet your normal payment schedule for April. You may want to move your payment dates forward into March, or write checks for these payments, and then reset your normal schedule in eBranch for future months.

Can I use my old checks until they run out, or will I need to order new checks?

Your account number will remain the same. Your current supply of checks will continue to clear as they did before and you do not need to order new checks.

What happens to my business Debit Card?

If you currently have an active business Debit Card, a new plastic card and PIN will be mailed to you. Your new card will have a different card number and PIN and will be available for activation and use on or after April 1, 2011. Your current card will stop working on March 31, 2011.

If you have any additional questions related to this change, we're available for you. Please contact us at **1.800.743.7228** or by email at support@arrowheadcu.org. Thank you.