

CASE Credit Union will complete a core system upgrade from October 30 through November 2, 2026. This upgrade is designed to improve the technology that supports member accounts, transactions, digital banking, and daily service.

Some services will be unavailable or very limited during the upgrade weekend, but your funds will remain safe and secure. Here are suggested actions you can take to minimize the impact the downtime will have on you.

Conversion Weekend Checklist

- ☐ **Verify your contact information** – Confirm we have your current email address, mobile number, and mailing address so we can keep you informed before, during, and after the upgrade.
- ☐ **Know your balances before Friday's close of business** – Review and note your account balances as of late afternoon on Friday, October 30, 2026, so you have a reference during the upgrade period.
- ☐ **Make deposits** – Before the close of business on Friday, October 30, 2026. Any deposits made over the weekend will not be available until Tuesday, November 3. Video Teller Machines (VTMs) and mobile deposit functions will not be available over upgrade weekend dates.
- ☐ **Schedule loan payments** – Schedule loan payments before Friday, October 30.
- ☐ **Withdraw cash** – You will be able to withdraw cash at ATMs/VTMs and get cash back with purchases over the weekend, but plan ahead:
 - ATM withdrawals & debit card purchases will be limited to a total of \$500 per day for consumer accounts **and** business accounts.
- ☐ **Get organized** – Be sure you track your account balance manually throughout the weekend of October 30 through November 2, as our branches will be closed and Online and Mobile banking will be unavailable.
- ☐ **Record your Bill Pay payees and payment amounts** – Having this information available could be very helpful in the event that you need it during the downtime.
- ☐ **Online/Mobile banking users** – Our Bill Pay is not changing; however, if you will need payments made immediately following the system upgrade, please schedule your payments prior to 8 am on October 30.
- ☐ **Transaction history:** Print or save your transaction history to assist you in keeping track of your balance during the system upgrade and to save it for your records. Your monthly statement will include all transactions for the month, including any that occur during the upgrade period.
- ☐ **Bookmark the 2026 System Upgrade Webpage and support contacts** – Save casecu.org/updates/system-update-2026 for the latest updates and service availability details. You can always contact us at 517.393.7710 before the system upgrade.

Service Availability During Upgrade Weekend

	Thursday, October 29 – 6 p.m. Friday, October 30, 2026	After 6 p.m. Friday, October 30	Saturday, October 31	Sunday, November 1	Monday, November 2	Tuesday, November 3*
Operations						
Branches	Normal hours	Unavailable	Unavailable	Unavailable	Unavailable	Normal hours
Drive-Thru	Normal hours	Unavailable	Unavailable	Unavailable	Unavailable	Normal hours
ATMs/VTMs	Available	Limited availability ¹	Limited availability ¹	Limited availability ¹	Limited availability ¹	Available
Night Drop Boxes	Available	Available ²	Available ²	Available ²	Available ²	Available
Remote Services	Normal hours	Unavailable	Unavailable	Unavailable	Unavailable	Normal hours
Contact Center	Available	Unavailable	Unavailable	Unavailable	Available	Available
Lost/Stolen Cards	Available	Available	Available	Available	Available	Available
Loan & Account Applications	Available	Available ³	Available ³	Available ³	Available ³	Available
Digital Banking						
Bill Pay	Limited Availability ⁴	Unavailable	Unavailable	Unavailable	Unavailable	Available
Online & Mobile Banking	Available	Unavailable	Unavailable	Unavailable	Unavailable	Available
Mobile Deposit	Available	Unavailable	Unavailable	Unavailable	Unavailable	Available
eStatements	Available	Unavailable	Unavailable	Unavailable	Unavailable	Available
Money Movement (e.g., Zelle/ACH/Wires)	Limited Availability ⁴	Unavailable	Unavailable	Unavailable	Unavailable	Available
Loan Payments	Available	Unavailable	Unavailable	Unavailable	Unavailable	Available
Card Services						
Credit Cards	Available	Limited availability ⁵	Limited availability ⁵	Limited availability ⁵	Limited availability ⁵	Available
Debit Cards	Available	Limited availability ⁶	Limited availability ⁶	Limited availability ⁶	Limited availability ⁶	Available
New or Replacement Debit Cards	Available	Unavailable	Unavailable	Unavailable	Unavailable	Available
Account Balances						
Deposit Accounts	Available	Unavailable	Unavailable	Unavailable	Unavailable	Available
Loan Accounts	Available	Unavailable	Unavailable	Unavailable	Unavailable	Available

* Upon successful completion of the core system upgrade, all operations are expected to resume as normal. If anything changes or an issue affects members, we will communicate updates clearly and promptly through our website and member alerts. For the latest information, please visit casecu.org/updates/system-update-2026.

¹ No balance inquiries, virtual teller transactions, or deposits. Cash withdrawals only during the upgrade weekend.

² Night drop boxes will remain available throughout the upgrade weekend; however, deposits will not be processed until November 3.

³ Loan and deposit account applications will remain available throughout the upgrade weekend; however, responses and approvals will be delayed until November 3.

⁴ eServices, including online banking registrations, bill pay registrations, bill pay processing, new external funds transfers, Zelle, QCash, and PayCASE, will be unavailable starting at 8 a.m. on Friday, October 30.

⁵ Credit card purchases will be limited to a total of \$500 per day for all members.

⁶ Debit card purchases and ATM withdrawals will be limited to a total of \$500 per day for all members.