

2017 SYSTEM **UPGRADE** GUIDE

We're upgrading our systems to bring you enhanced Mobile Banking, Online Banking, Bill Pay and More. Watch for System Upgrade updates online, via email, in your mailbox and in the branch as we prepare for the Nov. 30 to Dec. 4 upgrade.

	Thursday, November 30th	Friday, December 1st	Saturday, December 2nd	Sunday, December 3rd	Monday, December 4th
Casa Grande Branch, Sells Branch & Loan Center	Normal Business Hours	Unavailable – Be sure to withdraw enough cash to have on hand until the branch reopens on Monday.			Normal Business Hours
Direct Deposits	Deposits expected on 12/01 will be credited on 11/30				Available
Shared Branching	Normal Business Hours	Unavailable			Available
Call Center	Normal Business Hours	Unavailable			Available
Online Banking	Available Until 2pm MST	Unavailable			Available
Bill Pay	Unavailable as of 11/24/17	Unavailable			Available
Mobile App	Available Until 2pm MST	Unavailable			Available
Mobile Deposit	Unavailable	Unavailable			Available
Phone Banking (Audio Response)	Available Until 5pm MST	Unavailable			Available
On-Site ATM Transactions	Available Until 2pm MST	Unavailable			Available
Debit Card Purchases and Access at off-site ATMS	Limited Availability as of 2pm	Limited Availability. Be sure to withdraw extra cash to cover expenses during this weekend, and have back up forms of payment available.			Available
Credit Card Purchases		Available			
Checks		Available			
Online Loan Payment System	Unavailable as of 11/29/17				

To learn more visit FirstAmerican.org/Upgrade

email us: member_info@FirstAmerican.org

Please note that services on Monday will become available at various times throughout the day as we finalize the conversion process.

