

## Zelle® Transition Guide

### What you need to know

- **Outage timeframe:** Zelle® will be **UNAVAILABLE** while we upgrade to the new system from **12:00am EST on Friday April 12, 2024** until approximately **12:00pm EST on Tuesday April 16, 2024**.

#### Important steps to prepare you for the upgrade

- **Transfer of data:** Zelle® information, including contacts and history will **NOT be converted** to the new system. You will need to reenter contact information once the new system is live.
- Zelle® payments scheduled during the outage timeframe will **NOT** process.
- **You will be deregistered from the Zelle® service and unable to send or receive payments during the outage timeframe.** If someone sends you money, we recommend waiting to reregister and receive the funds until the service is available on Tuesday, April 16.
- **By Thursday, April 11:** Review and make note of all Zelle® information, including contacts and scheduled payments you have set up.

#### Branch access and support during the conversion

Friday, April 12	Saturday, April 13	Sunday, April 14	Monday, April 15
Lobby Hours	Lobby Hours	Lobby Hours	Lobby Hours
9:00am to 5:00pm	8:30am to 3:00pm	10:00am to 2:00pm	Normal Hours
All Branches	North Wildwood, North Cape May, Court House	North Wildwood, North Cape May, Court House	All Branches

**24/7 access via ATMs and PhoneLink 888-893-9984**

#### What to do starting April 15

Once the upgrade is complete you will need to re-register and reenter any Zelle® contacts that were on the previous platform.