

## TransferNow (External Transfers) Transition Guide

### What you need to know

- **Outage timeframe:** TransferNow (external transfers) will be **UNAVAILABLE** while we upgrade to the new system from **9:00am EST on Monday April 8, 2024** until approximately **12:00pm EST on Monday April 15, 2024**.

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

- Transfers scheduled during the outage timeframe will **NOT** process.
- **Transfer of data: The following will NOT be converted** to the new system: External transfers, including external bank account information and history. You will need to reenter this information once the new system is live.
- **By Thursday, April 11:** Review and make note of all external transfer information, including scheduled external transfers you have set up. It is suggested that you print screenshots of the information for reference.

#### 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 will be available via ATMs and PhoneLink 888-893-9984**

#### What to do starting April 15

Once the upgrade is complete you will need to re-enroll and reenter any external transfers that were on the previous platform.