



Dear Valued Member,

Over the past few months the Webster First and Louise Mills teams have worked to complete the merger by transitioning your accounts to the Webster First system. A complete system conversion is scheduled for May 1st. A Conversion Guide was recently mailed out to all Louise Mills members detailing the conversion process as well as Webster First products and services. A copy of this guide along with a list of frequently asked questions is also available on websterfirst.com.

As an online banking member, we're writing to inform you of how this conversion will affect your online banking experience:

- **Re-enrolling with online banking:** To successfully transition over to Webster First's online banking platform you will need to re-enroll. This process involves filling out an online form, creating a username and password, and verifying your identity through our online security program.

As a courtesy, Webster First is offering you the opportunity to re-enroll and become familiar with the Webster First online banking service prior to the conversion. **Please note that while you will be able to log-in to online banking and see your accounts, your balances will not display accurately until after the conversion is completed on May 1st.**

- **Bill Pay:** Bill payment information such as scheduled payments and bill pay history will not transfer over on May 1st. Webster First offers an exceptional Bill Pay service where new scheduled payments can be set up.
- **eStatements:** To continue to receive eStatements you will need to re-enroll. This option is available within the Webster First online banking platform after enrolling.

The Webster First Member Services Department is ready and willing to help should you need assistance for the re-enrollment process. Our first priority is making sure you, our member, can continue to use your banking services with as little interruption as possible. To contact our Member Services Department, **please call 800.962.4452.**

Sincerely,

Heather Hull Colby,
President/CEO
Louise Mills Federal Credit Union

Michael Lussier
President/CEO
Webster First Federal Credit Union