

## Blackout Dates for System Upgrade

As we make exciting changes and enhancements to our system, there will be a **scheduled blackout period** to upgrade our Bill Pay service.

If you currently use Bill Pay, there is some key information you should know:



### **New Bill Pay Registrations will be disabled beginning on July 1st**

To ensure that all Bill Pay information migrates over successfully, new Bill Pay registrations will not be allowed beginning on July 1st. You will be able to enroll in our new Bill Pay after we successfully complete the system upgrade, beginning on July 25<sup>th</sup>.



### **Bill Pay will be unavailable from Sunday, July 16th through Monday, July 24th**

During this time period, payments cannot be viewed or scheduled via Bill Pay.



### **Previously scheduled payments will not be affected**

Any payments scheduled prior to July 16th or any payments scheduled to be paid during the blackout period will process as normal.



### **New payments or modifications to existing payments will be unavailable**

Adding new payments or modifications to existing scheduled payments will need to take place prior to July 16th. Additions and changes to payments cannot be made during the blackout period.



### **Existing payees and future scheduled payments will transfer to the new system**

Once we have completed the upgrade and the blackout period concludes, existing payees and scheduled payments will remain unaffected. We do recommend that Bill Pay users confirm the accuracy of payees and delete any payees that are no longer valid prior to July 16th.



### **Inactive Bill Pay Users will be deactivated before system upgrade.**

If you have not had any activity in the current Bill Pay service within the last six months, your account will be deactivated before the system upgrade. If you wish to use Bill Pay in the new digital banking app after the upgrade, you can re-enroll at anytime.



### **Your eBills (i.e. utilities bills) will not transfer over during our upgrade.**

We recommend you print your current eBill (June) prior to the system upgrade weekend in order to have uninterrupted access to your account number and biller information.

Learn more about the new Raiz Digital Banking at [www.raiz.us/system-upgrade](http://www.raiz.us/system-upgrade)

