

OUR SYSTEM UPGRADE IS COMPLETE!

We are happy to share that we've successfully completed our system upgrade! There are a few reminders we would like to share in regards to the system upgrade below. If you have any questions, please contact us – we've got your back!

Contact Center 509-943-5676

1

ATM Deposits and Mobile Deposits

The way funds are made available with deposits made by ATM and through the HAPO mobile app (Remote Deposit Capture) have changed. Deposits made using these services are combined, and the amount of money you have immediate access to is limited. This limit is per day, not per deposit. Per deposit restrictions may apply as well, see the Funds Availability Policy on hapo.org to learn more.

2

Certificate Title Change on Statements and within Online and Mobile Banking

You may have noticed an updated name for your certificate of deposit or CD after the system upgrade. For certificates opened prior to the upgrade, "East" or "West" is now included in the certificate title. If you would like, you may update the nickname of your certificate from Settings within Online Banking.

3

May, 2019 and June, 2019 Statements

Accounts receiving monthly statements were provided a statement in May with transactions from May 1, 2019-May 24, 2019; all June statements will include transactions posted to your account from May 25, 2019-June 30, 2019. Accounts receiving a quarterly statement were provided one in May with transactions from April 1, 2019-May 24, 2019; a second statement will be sent with transactions from May 25, 2019-June 30, 2019.

4

Change in Online and Mobile Banking for Loans and VISAs.

- Prior to our system upgrade, all account holders were able to view/perform transactions on loans/VISAs listed on the account. Today, only borrowers and co-borrowers are able to view/perform transactions on those loans. *If you previously had a transfer setup to a loan/VISA that you can no longer view, that transfer has been disabled.*
- If you had a loan/VISA transfer set up within online banking before the upgrade, our system change may have impacted this transfer. We recommend you review your scheduled transfers to determine if any of them read "account undetermined" to indicate this transfer needs to be deleted and a new one setup.