

June 8, 2016

# IMPORTANT INFORMATION

## Hi Everyone,

Please take the time to read this important information about changes you will soon see to your WHFCU accounts – and some exciting new products and services available to you starting July 1st. We are excited that you are part of DOCFCU family. Please call us with any questions you may have at 202-808-3600.

### **YOUR NEW ACCOUNT NUMBER WILL CHANGE STARTING JULY 1, 2016**

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Additional numbers will be added as a prefix followed by leading zeros to your current account number totaling a 10-digit number. (See page 3 to learn how to determine your new account number.) Use your new expanded number to access your account **beginning July 1st**. Provide your new account number and DOCFCU Routing & Transit number 254074439 to your payroll department and all reoccurring electronic debits/withdrawals (see page 3 for instructions).

If you have any questions please call us at 202-808-3600 and we'll be happy to walk you through the process.

### **ACTIVATE YOUR NEW DEBIT CARD**

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Watch your mailbox for your new debit card and **begin using it on or after July 1st**. Activation instructions will be included with your card. Please be sure to update any automatic payments you have set up with your current debit card to your new debit card number such as, utilities, insurance and memberships. If you do not receive your new debit card by June 24th, please contact us at 202-808-3600.

### **USE YOUR NEW CHECKS**

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Watch your mailbox for your first free box of White House Federal Credit Union a Member of DOCFCU family checks. We will continue to honor and clear any outstanding WHFCU checks during the transition period until December 31st. Please **begin using your new checks on or after July 1st** and destroy your old WHFCU checks immediately.

## DIVIDENDS

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Eligible WHFCU accounts will receive a final dividend on June 30th, 2016 and a final statement will be delivered to all account holders. **Beginning July 1st, 2016** DOCFCU dividends will begin to accrue for all dividend bearing share accounts.

## STATEMENTS & E-STATEMENTS

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All member accounts will receive a paper statement for the month of June. Including members who are currently opted-in for eStatements. **All members opted for eStatements should download all statements before June 30, 2016.** Statement history will not be electronically available after June 30th, 2016. If you need copies after June 30th call us at 202-808-3600.

## ONLINE BANKING

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**Beginning July 1st**, your new online banking will be available. You can access your online account via [www.docfcu.org](http://www.docfcu.org) or [www.whcu.org](http://www.whcu.org). All members will need to select the "Enroll" link for initial setup. Your user ID will be your new expanded 10-digit account number and the password will be the last four digits of the primary account holder's social security number.

## BILL PAY

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Bill Pay will be available once you create your online banking profile. If you are a current (active within 6 months) Bill Pay user, your Payees will be converted. All payments scheduled prior to June 30th, 2016 will be completed.

## AUDIO BANKING

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**Beginning July 1st** you will have access to DOCFCU Audio Teller by calling 202-482-1676. Use your new 10-digit account number and your current PIN to access your account.

## MOBILE APP

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Mobile banking allows you to check account balances, view transaction history, transfer funds, deposit checks, pay bills and loans and transfer money to anyone using the POPMoney feature. Download our app today and begin using it July 1st. It's free! To log-in, you'll need use your new online banking user ID and password (*see Online Banking above for more details*).



**HOW TO DETERMINE YOUR EXPANDED 10-DIGIT ACCOUNT NUMBER**

*For Use in branches, shared branches, online banking and audio banking*

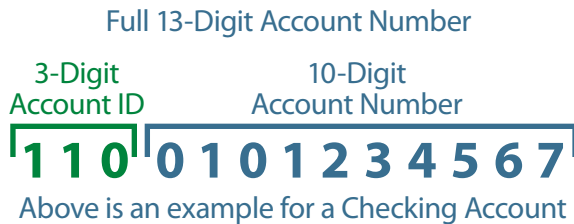
We've added digits to your existing account number. Use the illustration below to help you determine your new DOFCU Family expanded 10-digit account number using your existing White House Federal Credit Union account number.

		Prefix	Leading 0's	Current Digits in Account Number	<b>NEW 10-Digit Account Number</b>	
How long is your current White House FCU Account Number?	}	<b>7-Digits</b>	01	<b>0</b>	1 2 3 4 5 6 <b>7</b>	01 <b>0</b> 1 2 3 4 5 6 <b>7</b>
		<b>6-Digits</b>	01	<b>00</b>	1 2 3 4 5 <b>6</b>	01 <b>00</b> 1 2 3 4 5 <b>6</b>
		<b>5-Digits</b>	01	<b>000</b>	1 2 3 4 <b>5</b>	01 <b>000</b> 1 2 3 4 <b>5</b>

**HOW TO DETERMINE YOUR FULL 13-DIGIT ACCOUNT NUMBER**

*For use in changing or setting up automated transactions and for check printing*

Additional digits are required for checks and for automated transactions, such as payroll deposits and bill deductions. Place your new 10-digit account to the right of the 3-digit Account ID as illustrated below. Use the table below to determine your account 3-digit ID.



Account Types	3-Digit Account ID
Savings.....	<b>100</b>
Checking.....	<b>110</b>
Money Market.....	<b>125</b>
Club.....	<b>103</b>
Youth Share.....	<b>106</b>

**The full 13-digit account number is required for checks and automated transactions along with the DOFCU Routing & Transit Number: 254074439.**

**NEW ROUTING AND TRANSIT (R&T) NUMBER**

Your new Routing and Transit Number is **254074439**.

**HOW TO CHANGE AUTOMATED TRANSACTION INFORMATION**

Notify your payroll department or Social Security and other transaction originators and provide the new R&T number and full 13-digit account number. Examples of other transaction originators include, utilities, insurance premiums, the IRS, payments and memberships that deduct from your account on a predetermined basis. Please give us a call if you have any questions at 202-808-3600.