



Check Services Migration Update

May 2021

Thank you for choosing Alloya as your check processing partner! We are thrilled to begin working with your credit union as you transition from TruLync to Alloya. As we approach the migration of your credit union's check services, we will provide periodic updates on our progress of helping to prepare your credit union team for this transition. Each communication will include a summary of the completed actions and upcoming preparations to be sure you are kept in the loop from start to finish!

Without further ado, here's your first migration update.

WHAT WE'VE ACCOMPLISHED

Questionnaire – As an initial first step in the migration process, Alloya has asked all migrating credit unions to verify their vendor details, as Alloya expects to work directly with each credit union's vendors to discuss specifications and coordinate testing. The President and/or CEO of each credit union should have received an email invitation from Alloya, which included a link to a short questionnaire. If you have completed this questionnaire, thank you! Your timely response will help ensure the success and seamlessness of your migration. If you have not yet completed the questionnaire, please be sure to do so at your earliest opportunity. Please note Alloya requires only one response per credit union, and if there is another contact at the credit union better suited to complete the questionnaire, please share it with him or her. If you have any questions about the questionnaire or need assistance relocating the link, please contact Member Services at (800) 342-4328 or memberservices@alloyacorp.org.

Microsite Launch – Alloya has created a Check Services Resource Center, which will serve as a key tool throughout the migration. Think of it as a one-stop site to stay connected and informed. The microsite will expand with new materials as they become available, so we encourage you to bookmark the page to your favorite web browser and check back often. You can find the Check Services Resource Center at www.alloyacorp.org/MigrationSimplified.

WHAT'S COMING UP

Contact Key Vendors – At your earliest opportunity, please begin contacting your vendors impacted by this migration (e.g., core processor, home banking, mobile capture, etc.) to inform them of the pending changes to your check processing. For privacy and security reasons, most vendors are unable to communicate with other service providers on a credit union's behalf without the credit union's consent. Since Alloya expects to work directly with your vendors, we appreciate your cooperation in giving them advance notice.

Introduction of Check Migration Specialists – Later this month, each credit union will be assigned a designated Check Migration Specialist at Alloya. These specialists will be in touch soon with more information about training and other things you will need to know ahead of the migration.

Another update will be coming soon as more details are available. If you have any questions in the interim, please do not hesitate to contact Member Services at (800) 342-4328 or memberservices@alloyacorp.org.