



# SERVER UPGRADE FAQs

Scheduled for Tuesday, September 17, from 5am until 2pm

- Why are SeaComm Systems offline?
  - Our server system is being upgraded to a more robust server platform.
  
- What does a more robust server platform mean to us as members?
  - Our new system is faster and more capable. We have integrated additional security features allowing us to ensure member data is safe and secure. We are also utilizing our vendor's processing power to help us be more resilient with any potential regional outages like power outages or ice storms as examples. With these upgrades, SeaComm is positioned to offer more products and services to its members. As we expand into our new markets, we want to ensure our systems are already capable of handling any membership growth. Generally, a server like this is replaced between 3 and 5 years.
  
- How long will the system be offline?
  - We are projected to have our systems online and available by Tuesday afternoon 9/17.
  
- What business can I conduct while the system is offline?
  - Tellers will be able to accept cash and check deposits, cash checks, take loan and Visa payments, and sell stamps. Withdrawals will be reviewed on a case-by-case basis through the location branch manager.
  - FSR's can take information to process a loan application, change an address, change an email address, take wire transfer information to be processed when the system is back up, take information for disputes, take stop payment information and start to complete documents to open an account. These transactions will also have to wait until the system is back online to be completed for the member but each member's transaction will be documented so that we ensure it will be completed accurately.
  - Debit and credit card use will NOT be affected, so you will have the ability to make transactions as usual.
  
- What services are not available?
  - NetTeller™, SeaComm Mobile Branch, SeaComm Pay, Online Bill Pay, Mobile Deposit Capture, Visa Access and Audio Response
  - Ability to do an ODP/HELOC auto transfer

- Ability to create instant issue debit cards
  - Ability to create official checks and money orders
  - All incoming ACH transactions will be delayed until the core system is online and confirmed through the upgraded server.
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- What services are available?
    - ATM and POS are active via FIS stand-in processing. (*Stand-in processing means use of previous day balances.*)
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- If I can't make my payment/transfer online what are my options?
    - Please wait until the system is online and you have access again.
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- Will I have a penalty if my payment is late? (It was due today)
    - If the payment is late due to the system upgrade and there is a fee, we will refund the fee after manager review of account.
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- If I made the deposit today, will the funds be available to me immediately?
    - Once the system is online, your deposit will be available for immediate use, based on our Funds Availability Policy. Please visit [www.seacomm.org](http://www.seacomm.org) for our Funds Availability Policy Disclosure.
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- How can I find out my account balance or if a payment has cleared?
    - Our managers have limited view-only access, please speak to a manager or wait until the system is online allowing you access.