

# Investing in You

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## IMPORTANT UPGRADE DATES

Our new internal systems and digital banking experience

Experience our new system starting Monday, May 4, 2026

### What members need to know

#### ▪Branch info

##### Orchard Park branch:

Closed Friday, May 1, and Saturday, May 2.  
Reopens Monday, May 4, at 9:00 AM.

##### East Aurora branch:

Closed starting Friday, May 1.  
Reopens Monday, May 11.

##### Buffalo Elmwood branch:

Closed starting Friday, May 1.  
Reopens Wednesday, May 13.

#### ▪Shared branching

Shared branching will be unavailable from Thursday, April 30, at 6:00 AM until Monday, May 4, at 12 Noon.

#### ▪Re-enrollment required

Members will need to re-enroll in the new, upgraded online banking portal.

#### ▪Debit card access

Debit card access may continue during certain system interruptions. All transactions remain subject to standard authorization controls, account availability, monitoring, and applicable limits to help protect member accounts.

### Service impacts & availability

#### ▪Online banking

Online banking will be down starting Thursday, April 30, at 6:30 PM and will be back online Monday, May 4, between 12 Noon and 2:00 PM.

#### ▪BillPay

BillPay access will be disabled on Thursday, April 23, at 11:00 PM, and will resume with online banking on Monday, May 4, between 10:00 AM and 12:00 Noon.

#### ▪Zelle - P2P Payments

The last day to use Zelle for person-to-person payments is April 23. However, any transfers scheduled before then will still be processed through April 30. Our new P2P service, FlexPay, will launch on May 4.

#### ▪ATMs

ATMs will remain available and operational throughout the weekend, even while branches are closed.

#### ▪Late fees

Potential late fees during the transition period will be waived.

Listed times  
are subject to change



Thank you for your patience during this transition. These upgrades will provide a more modern, secure, and enhanced banking experience for our members. If you have questions before the conversion weekend, please contact Great Erie Member Services at 716.662.1311, Option #7.

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