



WHAT CHANGES TO EXPECT

Welcome to the NuMark Family. Enclosed you will find important information, key dates, and action items to help ensure a smooth transition during our upcoming system conversion.

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What Changes to Expect

Below are some of the general membership changes that will be effective March 1, 2021.

Member Number

Only 83 out of 16,000 memberships will experience a change to account numbers. Affected members will receive a letter as well as a phone call with new account number.

Debit Cards

NorthStar debit card holders will be issued new NuMark debit cards by mid February. Existing NorthStar debit cards should be retained and may be used through February 28, 2021. The new NuMark debit card should be activated upon receipt for use beginning March 1, 2021. Mobile wallets will need to be updated with your new card information, and you will need to re-register for Apple Pay if you are currently enrolled.

Routing Number

The new NuMark routing number is: **271985213**.

Unless your account number is changing, checks you may have with the NorthStar routing number will continue to be honored at this time.

Statements

Members registered for e-statements will continue to receive e-statements, which will be accessed through NuMark Online. Members who receive physical statements will continue to receive physical statements.

Online and Mobile Banking

Members currently registered for online banking and mobile banking will be pre-registered for NuMark Online and NuMark Mobile. For your security, first-time log-in instructions will be communicated in late February. Please download the NuMark Credit Union mobile app from Google Play or the Apple App Store. If you are using your member number to access Online Banking, the system will prompt you to change your username.

Shared Branching

When visiting a shared branch location after March 1, 2021, please be ready to use your NuMark account and routing number, so they are able to assist you.

What Changes to Expect

Transaction Posting

Transactions will be processed throughout the day in the order in which they are received by the credit union.

External Account Transfers (A2A)

Recurring payments that are debiting another financial institution and crediting your NorthStar loan will continue as scheduled.

Recurring transfers between NorthStar shares will continue as scheduled. More info to come on recurring transfers debiting another financial institution and crediting your NorthStar deposit account.

One-time transfers and one-time payments can be processed through NuMark Online and NuMark Mobile.

Check Reorders

If you are running low on checks, please give us a call. We will be happy to assist you.

Account Alerts

You will still have the ability to establish deposit account alerts (i.e. low balance, deposits, withdrawals, etc.) within the new online banking platform. However, for loan related notifications such as payment reminders, you will need to contact a member of our team for enrollment.

Star Rewards

The Star Rewards member loyalty program will continue with NuMark Credit Union as "NuRewards." Your point balance will carry over and you will continue to enjoy the same perks and benefits that were available with NorthStar. There will be changes to per product/service points as well as a transition to a three-tier program instead of four. Modifications will be communicated in the coming weeks. The leadership team is also reviewing items available for redemption, and the long-term plan is to enhance the offerings to provide you more value.