



Corporate Office
Harahan
5508 Citrus Boulevard
Harahan, LA 70123

A Solid Investment in Your Future

16 July 2010

Dear ASI Member,

Recently, ASI contracted with a third party company in order to improve our Visa cardholders' experience to coincide with an upgrade to our phone system. We've invested a lot of time to bring you these upgrades in an effort to make our 24 hour account access services more user-friendly by adding more options.

Here are a few of the remaining issues we are working on with respect to the upgrades:

Card Upgrade

- **New Loan Numbers:** New loan numbers have been assigned to all Visa loans. Note that your newly assigned loan number can be accessed when you log on to home banking via EASI (www.asifcu.org). You will want to make note of your new loan number as you will be asked for it if you ever want to check your balance or make a Visa account inquiry by phone using DASI (504) 733-7336. If you do not have online access, you can also obtain this information by calling our DASI line or visiting any branch location.
- **Statements:** This month, several members will receive Visa card statements that do not accurately reflect activity during the last billing cycle. If your statement has been impacted, we will notify you personally.
- **Payroll Allocation:** If you previously made payments to your account via payroll allocation/direct deposit, we regret that this payment option is no longer available; however we will continue to accept mailed payments and payments made in person at any of our fourteen branch locations.
- **Online Access:** When you access your Visa account online using EASI, you can access your account using a new, streamlined access panel which can be found by logging on to EASI as usual and then clicking the 8th icon across the top of the screen ("online credit cards") and following the instructions.
- **Payment Posting:** Payments to your card now post within two business days of deposit, at which time you will have immediate access to funds including the payment amount. When you access your account online or via phone, you may notice that the balance does not reflect a payment you have made within the last two business days.
- **Convenience Checks:** Convenience checks issued to cardholders prior to 7/12/2010 and tied to Visa accounts are no longer redeemable. Please call (504) 733-7274 or visit any branch location for current alternatives to using convenience checks.

Phone Upgrade

We have several options to access more information regarding ASI's phone upgrade:

- The DASI menu is accessible by visiting (<http://www.asifcu.org/services/DASI.aspx>) for a printable list of service options.
- You may also refer to the instruction list included in the quarterly newsletter, or simply ask any branch employee for a printed list of options.
- An automated list of easy-to-use, step-by-step options is also available to walk you through transactions over the phone by calling DASI at (504) 733-7336 or 1-(800)-725-2624.

We welcome your feedback and we regret that our upgrade – designed to improve your experience with ASI – has resulted in a few unforeseen issues. We apologize for the inconvenience we have caused you and thank you for your patience. Should you have any questions, please do not hesitate to contact (504) 733-7274.

As always, we greatly appreciate your patronage and support of ASI,

Mignhon Tourné
President and CEO

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