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Scheduled Maintenance Alert - It's almost time! Here's what you need...



## COMMUNITY SERVICE CREDIT UNION

Here's everything you need to know...



***Two more days until the big day*** - CSCU Mobile and CSCU Online are getting fresh, new looks on July 22. Here's how your access to these services will be impacted during the transition tomorrow, July 21:

- **Bill Pay goes offline at 6 AM** - This is a loss of access only. Payments scheduled to occur during this down time will still be processed. If you need to make any changes to your payments (cancel, add, etc.), do so before 6 AM on July 21.
- **CSCU Online & CSCU Mobile go offline at 3 PM** - This maintenance will not affect our informational website, [cscutx.com](http://cscutx.com).

- **Scheduled transfers and alerts will not migrate to the new site** - If you have any automatic transfers or alerts scheduled through online banking, take a minute to write them down now so you can easily add them back to the new site.

**These services are scheduled to re-launch Thursday, July 22 after 3 PM.** Be sure to Bank Happy by planning your digital banking needs around this window of downtime.

There is no rush for you to log in on Thursday. We've included your login instructions so you can access your accounts as soon as you need to once the digital services are restored:

### YOUR FIRST-TIME LOGIN

1. Visit [cscutx.com](https://cscutx.com) after 3 PM on July 22<sup>nd</sup>
2. Enter your current Logon ID (for *most* members, this is your account or member number)
3. Follow the prompt to choose a new Logon ID
4. Do not use your current password. Enter the following Security Code / Password: **securityXXXX** where XXXX is the last 4 digits of the primary member's social security number
5. Follow the prompt to choose a new Security Code / Password
6. Follow the prompt to choose new Security Questions
7. Accept the Terms and Conditions
8. Add a mobile number (this does not have to match the number we currently have on file but should be a good contact number)
9. Bank Happy with the fresh new look! Log into CSCU Mobile with your new credentials to check out your new on-the-go style as well.

→ [VIEW DETAILED LOGIN INSTRUCTIONS](#)

We know that access to your accounts online is important. Beginning on July 22, we're launching a dedicated support line to help with accessing our new site AND ongoing online and mobile banking assistance!

We'll send another note with these instructions on Thursday to let you know when the fresh, new services are fully online. If you have any questions between now and then, text us during business hours at 936-207-2996.

## Bank Happy. Spend Smart. Live Well.

Contact Info:

Email: [services@cscutx.com](mailto:services@cscutx.com)

Phone: [936-295-3980](tel:936-295-3980)

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