

We're Here For You Every Step of The Way!

Guide to Navigating the Software System Changes



Anoka Hennepin and TopLine will merge all software systems on Monday, August 4. **All branches and the call center will be closed August 1 – 4 to complete this system migration.** We appreciate your understanding during this transition, as there may be temporary inconveniences.

This guide provides an overview of what members can expect during the transition, including how to access your accounts and details on upcoming account changes.

Below is a detailed timeline and recommended actions to prepare for the changes.

	Thurs, July 31	Fri, Aug 1	Sat, Aug 2	Sun, Aug 3	Mon, Aug 4	Tues, Aug 5
ATMs, Checks, Credit Cards	Available	Available	Available	Available	Available	Available
Debit Cards	Use Anoka Hennepin Debit Card Through August 3, 2025				Activate & Begin using your NEW TopLine Debit Card	
Mobile Banking, Mobile Deposit	Available Until 8:00AM	Not Available	Not Available	Not Available	Not Available	Available Starting at 8:30AM
Online Banking, Transfers, Bill Payment	Available Until 2:00PM	Not Available	Not Available	Not Available	Not Available	Available Starting at 8:30AM
Branch Lobbies	Open Until 5:00PM	CLOSED	CLOSED	CLOSED	CLOSED	Open at 9:00AM
Branch Drive Thrus	Open Until 5:30PM	CLOSED	CLOSED	CLOSED	CLOSED	Open at 8:30AM
Call Center	Open Until 5:00PM	CLOSED	CLOSED	CLOSED	CLOSED	Open at 8:30AM
Direct Deposit, ACH and Payments	Must be Received Before 5:00PM	Not Available	Not Available	Not Available	Not Available	Available Starting at 8:30AM
Night Drop and Mailed Deposits/Payments	Must be Received Before 5:00PM	Not Available	Not Available	Not Available	Not Available	Available Starting at 8:30AM
Automated Phone Banking	Available Until 7:00PM	Not Available	Not Available	Not Available	Not Available	Available Starting at 8:30AM
Shared Branching	Available Until 7:00PM	Not Available	Not Available	Not Available	Not Available	Available Starting at 8:30AM

Before August 4:

- Check your account balances and consider printing account history for reference until you have access on Tuesday, August 5.
- Continue to use ATMs, checks and credit cards.
- **Continue to use your Anoka Hennepin debit card through Sunday, August 3.** Consider having a back up form of payment available.

After August 4:

- **On Monday, August 4 - activate and begin using your NEW TopLine debit card. Your Anoka Hennepin debit card will no longer work.**
- If applicable, continue to use your Anoka Hennepin credit card. Credit Card accounts will be reissued in mid-September.
- **On Tuesday, August 5 - enroll in online or mobile banking.** Visit page 3 or www.toplinecu.com/merger for information about how to access your NEW TopLine online and mobile banking experience.

Member and Account Numbers

Most members will keep their existing member number; however, an additional digit may be added at the beginning or the end. If you have multiple primary Anoka Hennepin member numbers, this will be consolidated into one. In cases where a member is already in use by a TopLine member, a new number will be issued. This will impact a small number of individuals.

You can find your account numbers in your Online/Mobile Banking, (see page 3) starting August 5, by clicking on a specific account, and button at the top “Show Details” and then click on the “eye” icon and this will display your entire account number.

If you have any questions about your account number, please contact us to at 763.391.9494 or stop by a branch location.

Loan Numbers and Payment Due Dates

Most members will keep their existing loan numbers. In cases where a loan number is already in use by a TopLine member, a new number will be issued. This will impact a small number of individuals.

Payment due dates will not change and late fees will not be assessed to any current billing cycle payments received before August 1, 2025. Payments will be applied according to the date received once our systems are online August 5.

Account Changes

As we complete the software system changes, your existing Anoka Hennepin Credit Union account(s) will be converted into the following TopLine Financial Credit Union account(s).

Anoka Hennepin Account	TopLine Account
Membership Share - Share Savings	Membership Share - Share Savings
Additional Share Accounts	Savings Plus
Spirit Account	Share Savings
TopLine Savings	TopLine Savings
Holiday Club	Holiday Savings
Vacation Club	Vacation Savings
Insured Money Market	TopLine Money Market
EveryDay Checking	Totally Free Checking
Simply Checking	Totally Free Checking
Certificates/IRA (Traditional, ROTH, Coverdell)	Certificate/IRA Certificates
IRA Money Market (Traditional, ROTH, Coverdell)	IRA Money Market

Debit Cards

Watch your mailbox for your TopLine debit card, this replaces your current Anoka Hennepin debit card.

- **Your debit card account number, expiration date, security code/CVV and PIN will CHANGE.**
- **If you have any automatic payments setup with your current card, you will need to update merchants with your new debit card information.**

Please activate your new TopLine debit card and begin using it on August 4, 2025 –but not before. You can set a PIN while activating your new card.

If you have an existing Spirit debit card, you will receive a new school logo affinity debit card.

Your existing Anoka Hennepin debit card can be used through August 3rd, but will no longer work starting August 4, 2025.

Checks

You can continue to use your existing checks with your Anoka Hennepin account number for the next 12 months. When you use up your existing supply, you will need to order for your new TopLine checking account.

Account Statements

July Statements:

All members will receive a **paper statement** mailed to the address on file as of July 31, 2025 even if you're enrolled in electronic statements.

New TopLine Statements:

Your August statement will have a new look. All existing information on your Anoka Hennepin statement will be available on your new TopLine statements. If your Anoka Hennepin accounts are currently enrolled in electronic statements, you will continue receiving them electronically for your new TopLine accounts.

Important Change in Terms

Effective August 1, 2025.



To view all changes effective 8/1/25, scan the QR code.

Other Important Information

Online and Mobile Banking Access

Members using existing Anoka Hennepin online and mobile banking will have access to the TopLine online banking and mobile app starting on August 5, 2025.

To access, visit www.TopLinecu.com to use the desktop version or download our mobile app from iTunes or the Google Play Store* (search for TopLine Financial Credit Union).

First time login: Use your CURRENT Anoka Hennepin Online Banking USERNAME and PASSWORD. You will be prompted to choose a NEW PASSWORD and establish new Multi-factor Authentication (MFA) - a security code sent via text or email to confirm your identity.

You will also be prompted to accept the TopLine Terms and Conditions for online services to continue.

After initial login: Use your CURRENT USERNAME & NEW PASSWORD.

Bill Pay

The existing bill pay service used by Anoka Hennepin will be migrated into TopLine’s online and mobile banking experience. This means all payee information and payment history will be retained; however, we recommend you double check all payment information once systems become accessible starting on August 5, 2025.

You may want to print recent account history in online banking to reference any recurring payments or transfers you have set up. Also, consider retaining your account statements for your records.

Welcome to the TopLine Financial Credit Union Family!

We are here for you every step of the way.

Contact Us:

Website:

www.TopLinecu.com

E-mail:

Ask@TopLinecu.com

Phone:

(763) 391-9494

Speak live to a member service representative
8:30 a.m. - 5:00 p.m. Monday through Friday.
9:00 a.m. - 12:00 p.m. on Saturdays.

Branch Locations:

Monday - Friday 9:00am – 5:00pm
Saturday 9:00am – 12:00pm

Bloomington

900 American Blvd. W.

Circle Pines

4 South Pine Dr.

Forest Lake

1452Lake St. S.

Plymouth

Rockford Road Plaza
4190 Vinewood Ln.

Brooklyn Park

9790 Schreiber Terr. N

Como Park ST. PAUL

976 Lexington Pkwy. N.

Maple Grove ARBOR LAKES

11121 Fountains Dr.

St. Francis

23280 St. Francis Blvd. N.W

Champlin

11681 Theatre Dr. N.

Coon Rapids

3505 Northdale Blvd. N.W.

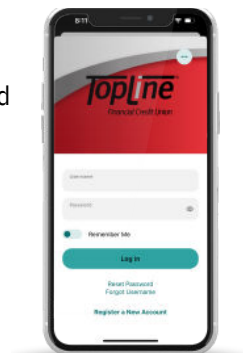
Maple Grove WEST

7015 Alvarado Ln. N.

Maple Grove

CORPORATE OFFICE

9353 Jefferson Highway



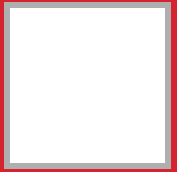
Direct Deposits (i.e. Payroll, Pension, Social Security) ACH Payments and Electronic Withdrawals

Your direct deposits and automatic payments will process normally after the software system updates. *No action is required on your end. These transactions do not post on weekends as a normal practice. They will be viewable beginning August 5, 2025.*

Routing Number Changes:

The legacy Anoka Hennepin routing number will work for 12 months.

TopLine’s routing number is 291074696 and can be used starting August 1, 2025. For any new direct deposits or automatic payments, use your new TopLine account number and TopLine routing number.



Important Information!

Your complete guide to the upcoming software system changes and how they will impact your Anoka Hennepin membership.



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Guide to Upcoming Software System Updates

Navigating the Anoka Hennepin Credit Union merger with TopLine Financial Credit Union.

Together, we all do better.