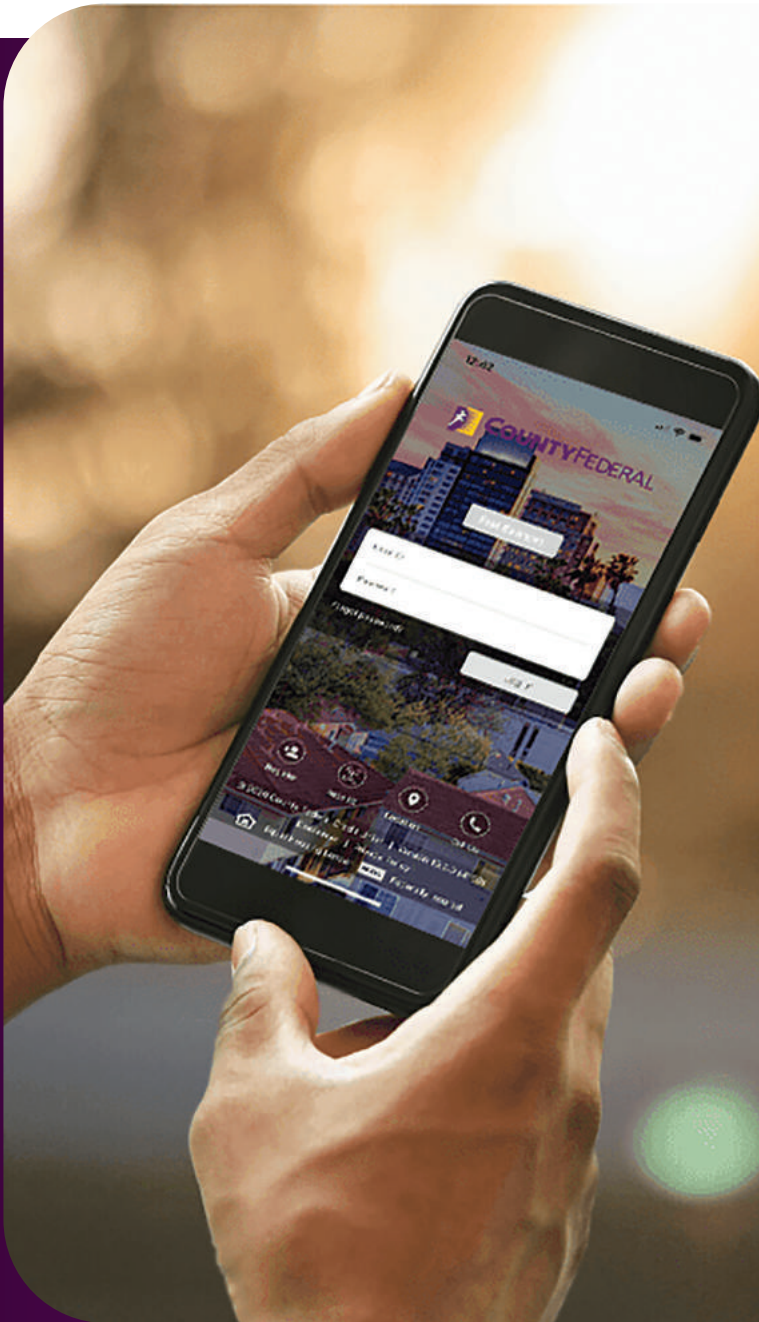


SOLUTIONS

SPECIAL EDITION 2020



Introducing A Handheld Branch

24/7 banking has a new look. County Federal Online and Mobile Banking brings branch services straight to your home, office, or anywhere in between. Convenient, secure and easy to use – you can check account balances, transfer funds, pay bills. Use the Mobile Banking App to deposit checks and temporarily disable or enable your County Federal credit or debit cards.

Keep reading to learn more about what you can expect and how to prepare for our new Online and Mobile Banking experience.



Learn more at www.sccfcu.org/new-online-banking/.

New Online Banking: *What can I expect?*

Key Downtimes

1. **Sunday, August 23rd, 2020 - 2:00 pm**
Bill Pay services will be available until 2:00 pm. Payments scheduled prior to Sunday, August 23rd, 2:00 pm will be processed.
County Federal has systems in place to help ensure that any bill payments you've previously scheduled that happen after 2:00 pm will be processed.
2. **Monday, August 24th, 8:00 am – Tuesday, August 25th, 2020**
Scheduling for future date or recurring internal or external transfers will be available until 8:00 am, Monday, August 24th, 2020. Any transfers scheduled before the cut off time will be transferred into the new system.
3. **Monday, August 24th, 3:00 pm – Tuesday, August 25th, 2020**
Online and Mobile Banking will be unavailable starting at 3:00 pm. Services accessed through Online and Mobile Banking are also unavailable starting at 3:00 pm. (e.g. Mobile Check Deposit, Bill Pay, Transfers)

There will be no interruption in Branch Services, ATMs, or Phone Banking.

We're also extending our Contact Center hours starting on Monday, August 24th, 2020 until Saturday, September 5th to better serve you. (Monday - Friday, 8:00 am to 8:00 pm, Saturday 9:30 am – 6:00 pm)

On Launch Day

- ✓ All of your account information, account history, pre-scheduled automatic payments and transfers will seamlessly transition to the new system. You'll also have access to 24 months of eStatements and tax forms.
- ✓ When you login to the new systems, you'll use your existing Access ID (User ID) and be asked to verify your identity and set up a new password.
Two new Mobile Apps - County Federal Mobile Banking and the County Federal Card Manager will be available in the App Store and Google Play.
- ✓ Our new experience conveniently displays all of your accounts together. You'll see your primary and joint accounts, making it easier to view all of your finances.
If you'd like to add or remove your joint account(s) in Online Banking - we can help you with that.

Key Dates	Sunday, August 23, 2020	Monday, August 24, 2020	Tuesday, August 25, 2020	Wednesday, August 26, 2020
Online Banking	Available	Available until 3 pm	Unavailable	Available
Mobile Banking	Available	Available until 3 pm	Unavailable	Available
Mobile Check Deposit	Available	Available until 3 pm	Unavailable	Available
Online Bill Pay	Available until 2 pm (Previously scheduled payments that happen after 2 pm will be processed)	Unavailable (Previously scheduled payments will be processed)	Unavailable (Previously scheduled payments will be processed)	Available
Immediate Internal Transfers (Transfers between accounts at County Federal)	Available	Available until 3 pm	Unavailable	Available
Scheduling Future Date or Recurring Internal and External Transfers (Between accounts at County Federal or outside of County Federal)	Available	Available until 8 am	Unavailable	Available
Download to Quicken/ Spreadsheet Files/MS Money (Quicken - .QIF and Web Connect / Spreadsheet - .CSV, .FLC, .TSV / MS Money - Active Statement & OFX)	Available	Available until 3 pm	Unavailable	Available - Quicken Web Connect, Spreadsheet File Format (.csv) <i>All other formats will not be supported on the new platform</i>
Branch Hours	Closed	9 am - 5 pm	9 am - 5 pm	9 am - 5 pm
CU Contact Center Hours	Closed	Extended Hours 8 am - 8 pm	Extended Hours 8 am - 8 pm	Extended Hours 8 am - 8 pm

No Interruption in Service

- ATMs
- Debit & Credit Cards
- Direct Deposits
- Online New Account Set Up and Loan Applications
- Phone Banking



How to Prepare

1. **Note the key dates** - these will impact your account. Download account information, and make one-time transfers and bill payments.
2. **Ensure your contact information is current** with us so we can connect with you about important information about your account.
3. **Know your Member Number** - you will need this to login to your account.
Find Your Member Number:
Login to the Mobile Banking App > Select Account (Checking or Savings) > Click Details
You'll see your Account Number listed last. Your Member Number is the number listed before the suffix/dash under Account Number.
You can also call us or ask a team member at our branches.
4. **Know your Google Play or iTunes login and password.**
5. **Download your account activity, if you utilize:**
 - Categories/Description/Notes that you've made
 - Data file formats (.QIF, .FLC, .TSV or MSMoney).

This data will not be transferred over to the new system and these file formats will not be supported.
6. **Print or take screenshots of Secure Messages or Alerts you have set up.**
These will not be transferred over to the new platform.

What's New

New Look. Same Great Features & More!



All Together Now

We make it simple to manage your finances in one place. View all of your County Federal accounts, track your expenses, create a budget and set savings goals.



Manage All Of Your Bills In One Place

Pay any bill, any time from utilities to loan payments. Schedule single or recurring payments.



Easily Set Up And Transfer Funds

Schedule single or recurring transfers between your County Federal account and your accounts at other U.S. financial institutions.



Easily Apply for a Loan

Click and submit a mortgage or auto loan application. Our Lending

Team will help you to quickly find the loan that's right for you.



GET MORE FEATURES WITH MOBILE BANKING

One Tap Account Balances

View your account balances without signing in by activating the "Fast Balance" feature on Mobile Banking.

Turn Your Card On or Off

Protect yourself from fraud. Temporarily disable or enable your credit or debit cards with County Federal Card Manager.



Branch Locations & Hours

CORPORATE CENTER

1641 N. 1st St., Suite 170
San Jose, CA 95112
(408) 282-0700 / (800) 282-6212

Almaden Branch

5353 Almaden Expressway, Suite 65
San Jose, CA 95118

Campbell Branch

Kirkwood Plaza
1638 W. Campbell Avenue
Campbell, CA 95008

East San Jose Branch

255 N. White Road, Suite 112
San Jose, CA 95127

Gilroy Branch

6915 Camino Arroyo, Suite 50
Gilroy, CA 95020

Hours:

Monday - Friday 9 am - 5 pm
Saturday Closed

Contact Center

Monday - Friday 8 am - 6 pm
Saturday 9:30 am - 2:30 pm
(408) 282-0700 / (800) 282-6212

City Centre and West Hedding Branches are temporarily closed.

Financial Profile

(As of 07/31/2020)

Assets.....\$896,668,942
Loans.....\$490,047,508
Shares.....\$773,548,735
of Members.....50,987

ROUTING NUMBER: 321176972

NMLS #: 415778

The articles and opinions in this publication are for general information only and are not intended to provide specific advice for any individual. We recommend that you consult your attorney, accountant or financial or tax advisor with regard to your individual situation. Entire publication ©Santa Clara County Federal Credit Union 2020. All rights reserved.

County Federal: Holiday Schedule

(All branches will be closed)

Labor Day

Monday, September 7, 2020



BOARD OF DIRECTORS & EXECUTIVE LEADERSHIP TEAM

EXECUTIVE LEADERSHIP

Rebecca Reynolds Lytle
President & Chief Executive Officer

Joe Bonacci
Senior Vice President & Chief Information Officer

Ie-Chen Cheng
Senior Vice President & Chief Financial Officer

Divine David
Senior Vice President & Chief Experience Officer

Jennifer Montero
Senior Vice President & Chief Human Resources Officer

BOARD OF DIRECTORS

Peter Ng
Chair

Jose Luis H. Pacheco
Vice Chair

Deborah Baker
Director

Dave Cameron
Director

David Indra
Secretary/Treasurer

Traci Hess
Director

Juan Ledesma
Director

SUPERVISORY COMMITTEE

Candace Nisby
Chair

Leshia Luu
Member

Maria Oberg
Member

David Indra
Board Liaison



Your savings are federally insured to at least \$250,000 and backed by the full faith and credit of the United States Government.
National Credit Union Administration, a U.S. Government Agency.

