

Superior CREDIT UNION

Quarterly Newsletter | October 2020

NEW and IMPROVED Online & Mobile Banking - COMING SOON!

Exciting features and interactive tools make it easier to manage your finances.

Exciting news! Superior CU is currently developing an ALL NEW online and mobile banking platform. This new platform will combine everything you love from our current product, with many new and exciting features to help you manage your finances.

More than 43% of our members actively use Online or Mobile Banking, with each user logging in an average of 34 times per month. Of those 40,000+ members, 40% access using only the Mobile App, 33% access via PC only, and 24% use both PC and mobile options. These numbers are climbing daily.

The move to the new platform will begin later this year, likely in November. We will transition Bill Pay users first, and about one week later we will activate all users. We expect the transition to be simple - just download the new app, register on the new system, and you'll be all set! As always, our staff will be here to assist you with any questions you may have.

Read on to find out more about our new platform.

Enhanced Functionality

Personal Finance (Financial Tracker) - is an updated offering that allows you to add external accounts to Superior Online & Mobile Banking. With this feature, you can view, budget, track, and manage your finances in one comprehensive app. This feature

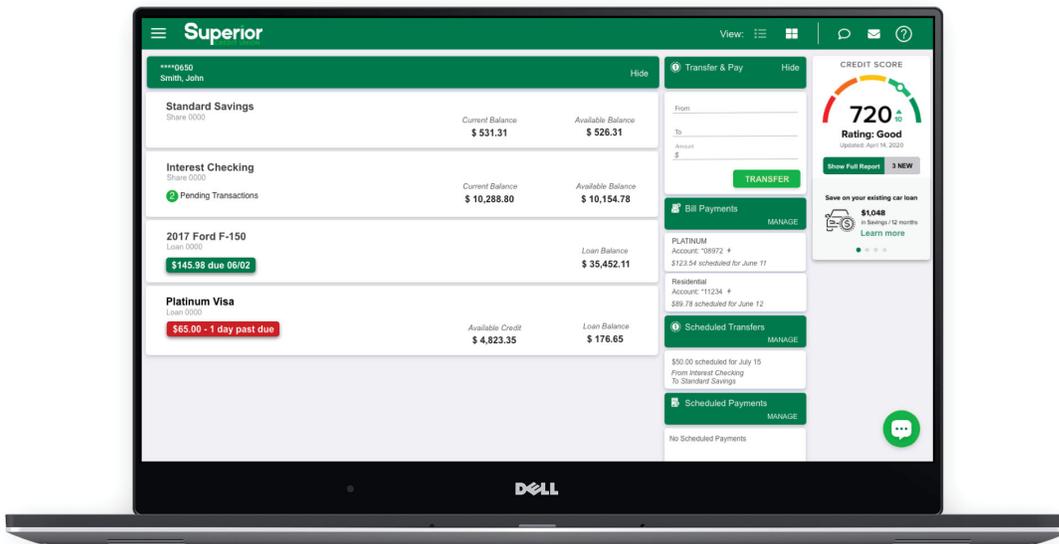
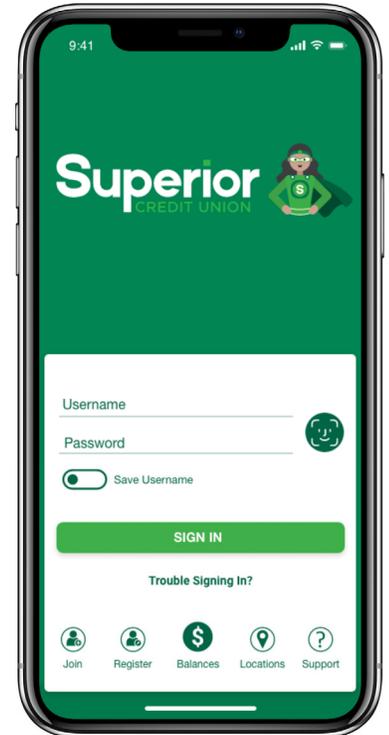
will also be available in the mobile app.

Person to Person Payments - 1 to 2 day funds transfers in mobile. A 2021 enhancement will allow real time payment with a debit card.

Bill Pay - funds will now be debited from your Superior account when the payment is processed. Currently, there is a one to two day delay.

Remote Deposit Capture - same easy procedure, now with quicker deposit posting during business hours.

Pending ACH - transactions will now include the posting date.



New Functionality

Credit Score - the new platform will include your credit score, alerts, educational data, and targeted offers from Superior to help you save money.

Improved Account Access - Ability to access additional Superior accounts with one logon.

External Payment Source - the ability to make a payment to a Superior loan with a debit to your account at another financial institution.

Savings Jar - the ability to round up change to a savings account.

Continued on page 2



SuperiorCU.com



Phone: 877.717.2271

NMLS#746357



Apple Watch - mobile app will now be available for Apple Watch.

Messaging and Live Chat - will now be available in Mobile app.

Holds - (general, check holds, and loan pledges) on accounts will now be displayed with an expiration date.

Lost Functionality

Purchase Rewards - The new platform will not have the Purchase Rewards product. As you may have noticed, many of the offerings/retailers were not available in our markets. Purchase rewards will be turned off on October 15, 2020. Rewards earned thru October will be posted in November as normal.

Future Enhancements in Development

Card Management - This feature targets both security and convenience. It will allow you to set travel notifications, change limits, and turn your card off and on.

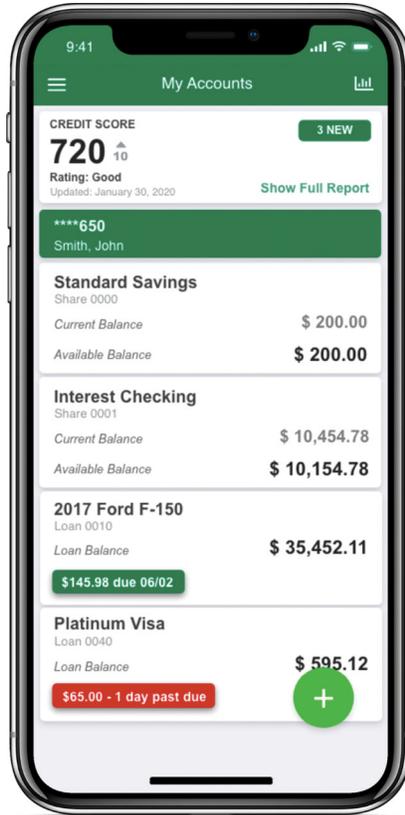
Youth App - We are developing a youth app to help our younger members set savings goals, record savings achievements, and learn more about managing their money.

IMPORTANT - Is Your User Name Ready for the Upgrade?

In preparation for this launch, we need you to ensure that your current Online & Mobile Banking user name meets the new system requirements. The majority of our members will not need to do anything, as many user names already meet the requirements. Please take a moment to check your existing user name against the requirements below. If your user name does not meet those requirements, please follow the directions below to update it now.

- Your new User Name should be a minimum of 8 characters,
- Your new User Name MUST NOT start with a number.
- Your new User Name MUST NOT contain a special character. Only letters and numbers allowed in new system.

We ask that you do this now, so that you are ready to use the new system as soon as it's launched. Failure to update your user name



may result in delayed access to the new platform later this year.

See the two options below for updating your user name. You can update it on your phone or your computer, and need to do it in only one of those locations.

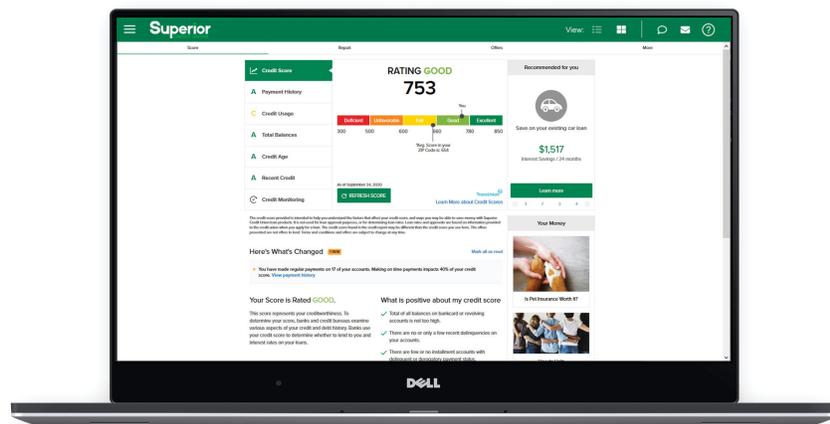
Directions for Changing Your User Name (via Smartphone/Mobile Banking)

1. Open your Superior CU app and log in.
2. At the bottom right, select the "More" option (three dots).
3. Select "Settings," then select "My Settings."
4. Scroll down to "Login & Security."
5. Go to "User Name" and select "Edit." Ignore the user name requirements shown in the current app. The new platform requires the following:
 - Your new User Name should be a minimum of 8 characters,
 - Your new User Name MUST NOT start with a number.
 - Your new User Name MUST NOT contain a special character. Only letters and numbers allowed in new system.

Directions for Changing Your User Name (via PC/Online Banking)

1. Please go to our website SuperiorCU.com and log in to online banking.
2. Go to "My Settings" in the top right hand navigation.
3. Scroll down to "Login and Security" and after "User Name" select "Edit."
4. Enter your new User name and select SAVE. Ignore the user name requirements shown in the current app. The new platform requires the following:
 - Your new User Name should be a minimum of 8 characters,
 - Your new User Name MUST NOT start with a number.
 - Your new User Name MUST NOT contain a special character. Only letters and numbers allowed in new system.

If you have any questions regarding this process, please contact our Call Center at 877.717.2271.



IMPORTANT: Are Your Email Address and Phone Number Current in Our System?



Keeping your email address and phone number current in our system is one of the most important ways you can protect your accounts.

Not only does it help us verify your identity, but it allows us to quickly contact you in the event we detect suspicious activity on your account.

Current contact info also allows you to reset passwords and maintain the security of your online accounts.

IT'S QUICK AND EASY to confirm or update your contact information.

ONLINE BANKING

Log in. Select "My Settings" at the top right.
Review and make changes where needed.

MOBILE BANKING

Log in. Select "...More" in the bottom right corner.
Then select "Settings," then "My Settings." Review and make changes where needed.

Please contact our Call Center at 877.717.2271 with any questions you may have.

Is it Time to Refinance?

Since early this year, mortgage rates have been at all-time lows. In April alone, refinancing with Superior saved our members an estimated \$40 million in interest over the life of their loans. Yep, read it again, we're not kidding!



5 Best Reasons to Refinance

- 1. I want to lower my monthly payments.** If rates have dropped since you got your original mortgage, you may be able to refinance into a loan with a lower rate.
- 2. My credit score has improved.** If your credit score has gotten a significant boost since you got your original mortgage, you may now qualify for a better rate.
- 3. The fixed period on my adjustable rate mortgage (ARM) is ending.** While ARMs can save you money in the early years of owning a home, once the fixed period ends, your interest rate may increase significantly. With fixed rates so low, now is great time to refinance out of an ARM.
- 4. I can afford higher monthly payments.** If you can afford higher payments, you could refinance into a shorter loan (such as from a 30-year fixed to a 15-year fixed) to pay off your mortgage faster, saving thousands of dollars in interest payments over the life of the loan.
- 5. I want to take cash out.** A cash-out refinance allows you to use the equity in your home to borrow money at a low cost. This can be useful if you need money for things like home improvements, debt-consolidation, education, or other expenses.

Not sure whether you should refinance? Check out what rates you may qualify for at **SuperiorCU.mortgage/Todays-Rate**. Ready to start saving today? Apply online at SuperiorCU.Mortgage!

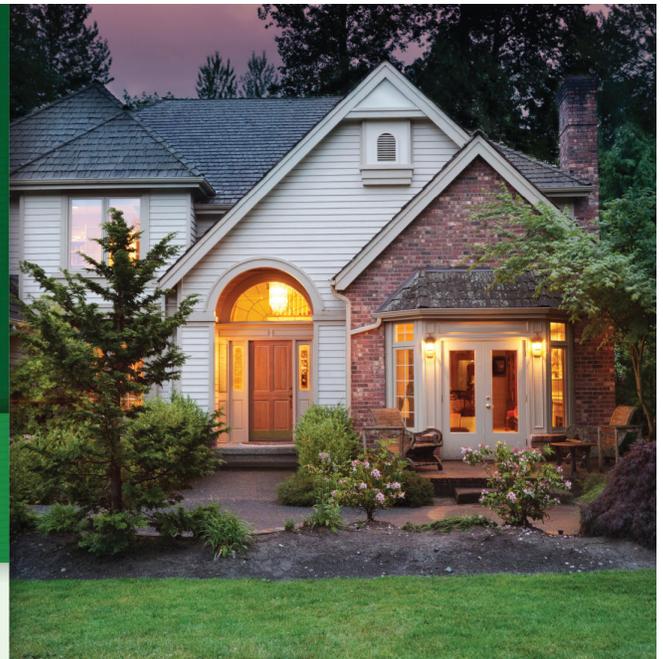
OHIO'S MORTGAGE EXPERTS

Superior
CREDIT UNION

NMLS #746357



Apply online at: SuperiorCU.Mortgage



Van Wert Location Now OPEN!

Superior is pleased to announce that our Van Wert branch (1296 W Main Street) is now open for business. Formerly CCC Van Wert Credit Union, this new office is a limited service branch with hours of 2:30 - 4:30 pm Tuesday and Thursday. While no cash operations will be provided at this branch, other teller services, new accounts, and consumer loans are available.

Superior CU completed the merger of CCC Van Wert Credit Union on September 1, 2020. We are excited to welcome our new members! Watch our Facebook page for more news on our new location in Van Wert.

Chat With Us!

Notice this chat symbol in the bottom right hand corner of EVERY page of our website? We've upgraded our chat experience and we look forward to answering your questions and chatting with you!

This same enhanced chat experience will also be available in mobile banking once we launch the new Online & Mobile Banking platform later this year.

Live chat is available between 8:30 a.m. and 5:00 p.m. Monday through Friday.



Add Your Superior Visa Card to Your Digital Wallet

Why fumble with cash or cards in the grocery store line when you can pay with your smartphone? With a digital wallet, you can pay for purchases online and in person from your smartphone. Convenient, easy, and secure, it's a great compliment to your Superior Credit Union accounts.



With Apple Pay™, Google Pay™, or Samsung Pay™, none of your personal or card information is stored on your device. In the event your device is misplaced or stolen you can use the "Find my Phone" or "Find My Device" feature to remotely lock, or even erase your phone before calling Superior to report the loss.

Using your digital wallet as payment is safe and secure, and is also backed by Visa's Zero Liability policy. As always, Superior Credit Union will continue to monitor your transactions to help detect any fraudulent activity.

IMPORTANT SECURITY VERIFICATION STEP

After adding your Superior Visa card to your digital wallet you may get a notification at the end of the process to call our Member Service number 877-717-2271. Simply contact us to verify your info and you'll be all set.

Auto Loan Rates are GREAT!

Loan rates, including auto loan rates, are at all time lows right now. It's a great time to purchase a new or used vehicle. Happy with the vehicle you have? It's also a great time to *refinance* your existing auto loan. Contact your local branch or apply online today!



Congratulations to Maddie on the purchase of her new Jeep! Thank you for choosing Superior to finance your new ride.

You Find It...
WE'LL FINANCE IT!

Auto Loan Rates As Low As
2.75% APR*

VIEW US ONLINE AT SuperiorCU.com
NMLS ID #746357

Superior
CREDIT UNION

*Rates subject to credit approval. Other rates and terms available. Pending final approval and proper valuation.