

A MESSAGE FROM OUR CEO

Given both the scope and pace of change occurring with financial technology, we have been contemplating a strategic upgrade to our core operating system for some time now. As you might imagine, this is the single largest investment we have ever made in terms of both manpower and dollars, so a significant amount of planning has been put into this effort. For those that may not know, a core operating system, in its most basic sense, is a highly sophisticated software that stores all our member account information and processes all account-related transactions. Although our current system works for our most basic needs, the new system will make banking with us far more convenient with additional features and functionality that will enhance your banking experience. It will also allow us to fully integrate your entire relationship with us in one view, and finally allow us to streamline our internal processes so we can more efficiently address all your financial needs.

Over the past two years, investing literally tens of thousands of hours, our dedicated employees have been working diligently behind the scenes: researching, planning, building, training, performing “stress tests”, and even conducting a full-fledged operational simulation of our new core operating system. This monumental undertaking is another example of our commitment to continue to improve the services we provide to you, our over 70,000 members, and knowing that it will make your everyday financial lives even better.

And now, after all that preparation, planning, and testing, the conversion to our new core system is only a few short weeks away. Our employees have been thoroughly trained and are extremely excited to move from practice sessions in a test environment to serving you on this new system. Most of these changes will happen behind the scenes but there will be a brief period of disruption. We thank you in advance for your patience during this transition period as our employees acclimate to this new system and become more efficient with the new screens and commands. Rest assured that we remain committed to providing you with the best service possible.



Our team has created this transition guide to make sure you are aware of changes that will affect you, so please take a few moments to read through it. Our new core operating system upgrade, which will begin at 3 PM on Friday, September 27th when we will close and will last until we open for business on Tuesday, October 1st. This is an investment in you and your financial future and, when completed, will mark an important milestone in our long-range service technology plan.

Please visit our website at connexcu.org to find answers to Frequently Asked Questions (FAQ). If your question does not appear on the Conversion FAQ page, you will find a link to send us your question by a [secure email](#), or you can use the Live Help feature located on our website during normal business hours. Of course, you can contact us with any questions at 1-800-CR-UNION or 203-603-5700. Thank you for your attention to this important upcoming conversion and thank you for being a valued Connex member!

Frank Mancini, President and CEO

DURING CONVERSION WEEKEND, PLEASE BE ASSURED...

- ✦ **Connex debit cards, checks, credit cards, and Health Savings Account (HSA) cards/checks** will continue to work as usual.
- ✦ **Connex ATMs** will be available, however, you will not be able to obtain a current balance and deposits will be delayed.
- ✦ **Bill Pay** – There are no changes and you can continue to use it as you have before. **Please set up any new bill payments by September 22, 2024.** All Bill Pay transactions scheduled by September 22 will not be affected. Scheduled bill payments will be processed as scheduled between September 22 through October 1, when Online Banking is available again. You will not be able to set up any new payments until Online Banking is available again on October 1, 2024.
- ✦ **Direct Deposit** – There are no changes to your direct deposit and direct deposits will be deposited to your account as before.

TO PREPARE FOR CONVERSION WEEKEND (SEPTEMBER 27, 28, 29, AND 30) PLEASE:

- ✦ Schedule your new Bill Payments in Online Banking by September 22, 2024.
- ✦ Make any deposits, money transfers, or payments by Friday, September 27 at 3 PM.
- ✦ Take out cash, if needed, in advance. Connex ATMs will work during conversion weekend.

NEW! EARLY PAYDAY EFFECTIVE OCTOBER 1, 2024!

EARLY PAYDAY is one of the exciting new features that will be available after conversion and beginning on October 1, 2024. This FREE service is included with your Connex membership. Early Payday makes your eligible* direct deposits available up to one business day early.

If you haven't already, set up your Connex direct deposit and never worry about checks getting delayed, lost, or stolen. Setting up direct deposit is easy! Just provide your employer or deposit payor with Connex's routing number (211178200) and your Connex checking or savings account number. To arrange for Social Security direct deposit, call the Social Security Administration at 1-800-772-1213.

** Eligible direct deposits include certain transactions such as payroll, government benefits, or similar types of payments. The Early Payday service is dependent on when Connex receives information from the payor that the funds are on the way. Please note that this could vary, and you may not always receive your funds early. You cannot opt out of Early Payday.*

CONNEX MEMBERSHIP NUMBER

If you have one membership number, it will not change. If you have more than one membership number where you are the primary member, your accounts will be collapsed into the oldest membership number.

In the example below, John opened a Regular Share Savings Account and Money Market in 2009. In 2023, John opened a separate membership account with a different membership number along with a Regular Share Savings Account, Your Choice Checking™ account, and an Auto Loan.

After conversion, John's membership number will be the oldest number #1234567 because it was first opened in 2009. All other accounts, regardless of when they were opened, will fall under the 2009 Membership number. That will also be true for Online and Mobile Banking. After conversion, the Online/Mobile account that John opened in 2009 will have all his account(s). The Online/Mobile Banking that he opened in 2023 will have no account information.

| OPENED IN 2009 | OPENED IN 2023 | AFTER CONVERSION |
|--|--|---|
| Member # 1234567 - Regular Share Savings Account #1234567-00 - Money Market Account #1234567-18 | Member # 9876543 - Regular Share Savings Account # 9876543-00 - Your Choice Checking Account #9876543-20 - Auto Loan #9876543-10 | Member # 1234567 - Regular Share Savings Account #123456700 - Money Market Account #123456718 - Regular Share Savings Account #987654300 - Your Choice Checking Account #987654320 - Auto Loan #987654310 |

YOUR PRODUCT ACCOUNT NUMBER & PRODUCT NAME WILL CHANGE

We are moving from what we currently call “suffixes” to what will be called “product account numbers”. Each account type will carry a unique 9-digit product account number. The chart below shows how some popular product names are identified for the new system, along with how you’re used to seeing them.

| YOU’RE USED TO SEEING | NOW YOU’LL SEE* |
|---|--|
| S-00 Primary Savings <i>(Suffix and product name)</i> | Savings – Regular Share Account - 123456700 |
| S-02 Secondary Share | Savings – Christmas - 123456702 |
| S-20 Checking | Checking – Your Choice - 123456720 |
| S-18 Money Market | Savings – Money Market - 123456718 |
| S-40 – 12-23 mo Share CD | Certificate – 12 - 23 Month - 123456740 |
| IL-Auto 2020 Dodge Caravan | Consumer Loan – Used Vehicle - 123456780 |
| L – OD 09– Overdraft Line of Credit | Consumer Loan – Overdraft Line of Credit - 123456709 |

**Examples only. The 9-digit product account number associated with your loan or savings type may not necessarily match the suffix number on your account now, though you will be able to clearly identify them.*

Your loans, certificates, etc. that have closed within the past 24 months **will** carry over to the new core system after conversion. Loans, certificates, etc. that have been closed longer than 24 months **will not** carry over to the new core system after conversion.

UNBANK™ CHECKING IS NOW CALLED PLUS™ CHECKING

As part of our rebrand, we have changed the name of our Unbank Checking product to **PLUS CHECKING**. It still has the same great benefits including the ability to earn up to 2.50% APY* and no monthly fee. Also, qualification emails will no longer be sent. You will need to check your statement to learn which rate was applied to your Plus Checking account. To see a list of Plus Checking qualifications, please visit our website at connexcu.org. An updated Truth in Savings disclosure is included with this notification.

**APY = Annual Percentage Yield. Rate is effective as of April 8, 2024, and is subject to change at any time. For Qualified Plus Checking accounts, balances up to \$25,000.00 earn 2.50% APY. If the balance in the account is \$25,000.01 - \$50,000, then the blended APY would be 2.50% - 1.27%. Balances above \$50,000.00 may result in a lower APY than is stated above. For full Plus Checking qualifications go to connexcu.org.*

ULTRA CHECKING AND FREE CHECKING ACCOUNTS ARE MOVING TO YOUR CHOICE CHECKING™ EFFECTIVE SEPTEMBER 30, 2024

Ultra Checking and Free Checking accounts will move to Your Choice Checking effective September 30, 2024. With Your Choice Checking, you will receive a 0.05% Annual Percentage Yield (APY) dividend, a bonus reward on standard rate Share Certificates of Deposit and Money Market Share accounts, a free box of checks each year, and more! The monthly fee of \$8.99 is waived for accounts with full direct deposit. For more information on Your Choice Checking, please visit our website at connexcu.org. An updated Truth in Savings disclosure is included with this notification.

SIGNATURE LOAN IS NOW CALLED PERSONAL LOAN

Our Signature Loan is now called a Personal Loan. All terms and conditions remain the same with no additional changes other than the name.

INCORRECT/MISSING ADDRESS

If we do not have your current United States Postal Service (USPS) physical address on our records, where you can receive critical notifications, your account will be charged \$2.50 each month until we receive a valid USPS physical address. If after six months without a valid physical address on our records, your account may be suspended until we receive a valid physical address.

You can update your physical/mailling address by:

- ✦ Logging into Online Banking/Applications and Forms / Address Change Request
- ✦ Visiting a branch
- ✦ Calling 1-800-CR-UNION (or 203-603-5700)

PAPER & ELECTRONIC STATEMENTS

You will receive a new, easier-to-read statement beginning with your October 2024 statement. If you receive electronic, or eStatements, you will continue to receive them electronically.

All members will receive a September statement as your final statement of activity. The September statement will include all activity, including dividends, from September 1 through September 27, 2024. Be sure to keep this for your records.

Your September transactions and dividends for September 28, 29, and 30 will appear on your October statement.

ONLINE AND MOBILE BANKING

Your existing Online and Mobile Banking username and password will remain the same. (Please remember that if you have more than one Online and Mobile Banking login, you should use the login for your oldest account.)

You can continue to:

- ✦ Setup account alerts to help you manage your time and money
- ✦ Setup future transfers and Bill Pays
- ✦ Search for transactions in a variety of ways including amount and date
- ✦ Personalize some account names

CALL24 – TELEPHONE BANKING

Please use your member number or account number and existing PIN (Personal Identification Number). Please carefully listen to the menu options as they have changed.

CHANGES TO MEMBER SERVICES (1-800-CR-UNION/203-603-5700) PHONE MENU

Please listen carefully to the menu selections as these have changed.

ADDITIONAL IMPORTANT INFORMATION ...

- ✦ **Night Drop Boxes** – Any deposits or payments received in our night drop boxes after 3 PM on Friday, September 27, will NOT be processed until Monday, September 30, 2024.
- ✦ **Lost/Stolen Connex Debit Card** – Call us immediately if your Connex debit card is lost or stolen. You can reach us at 1-800-CR-UNION (203-603-5700). Replacement debit cards cannot be ordered on September 26 or 27 (during conversion weekend), however, they will be ordered on Monday, September 30.

QUESTIONS

If you have any questions, we encourage you to visit our website at connexcu.org. There you will find a Frequently Asked Questions (FAQ) page which provides answers to the most commonly asked questions. If your question does not appear on the Conversion FAQ page, you will find a link to send us your question by a [secure email](#), or you can use the **Live Help** feature located in the upper right-hand corner of our website during normal business hours.

TO ENSURE YOUR PRIVACY AND PREVENT POTENTIAL FRAUD, do not post your personal information such as your name, account number, transaction information, or any other personal information on social media including Google, Messenger, Facebook, Instagram, Yelp, or any other public internet site. Please use the channels we have provided to communicate with us, including:

- ✦ Secure email via the Connex website (connexcu.org); the secure email link is located on the Conversion FAQ page
- ✦ **Live Help** located at the top right-hand corner of our website during normal business hours
- ✦ Calling us at 1-800-CR-UNION (203-603-5700)

CONVERSION WEEKEND SCHEDULE

REMEMBER, DURING THESE TIMES YOU MAY CONTINUE USING YOUR CONNEX DEBIT AND CREDIT CARDS AS WELL AS YOUR PAPER CHECKS.

CONNEX ATMs WILL BE AVAILABLE DURING CONVERSION, HOWEVER, CURRENT BALANCE INFORMATION WILL NOT BE AVAILABLE AND DEPOSITS WILL BE DELAYED.

Friday, September 27

ALL SERVICES WILL BE UNAVAILABLE STARTING AT 3 PM:

- ✦ Lobbies and drive-ups
- ✦ Member Service Center
- ✦ ITMs, Online Banking, Bill Pay, Mobile Banking, and CALL24

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| Saturday, September 28 through Monday, September 30 | CLOSED. THE FOLLOWING SERVICES ARE UNAVAILABLE: <ul style="list-style-type: none"> ✖ All lobbies and drive-ups ✖ Member Service Center ✖ ITMs, Online Banking, Bill Pay, Mobile Banking, and CALL24 |
| Tuesday, October 1 | CONNEX IS OPEN! THE FOLLOWING SERVICES ARE AVAILABLE AT 8 AM <ul style="list-style-type: none"> ✔ All lobbies and drive-ups ✔ All Connex ATMs will be fully functional ✔ Online Banking, Bill Pay, Mobile Banking, and CALL24 ✔ Member Service Center ITMs available at 7 AM |

** From Friday, September 27 at 3:01 PM through Monday, September 30, you can use Connex ATMs and the over 55,000 Allpoint ATMs located nationwide or request cash at point-of-sale when making a purchase with your Connex debit card. To find an Allpoint ATM, please visit our website. Current balance information will not be available until October 1, 2024.*

Please note that we will offer extended hours for our Member Service Center in the weeks following our conversion weekend.

| EXTENDED MEMBER SERVICE CENTER HOURS 1-800-CR-UNION – 203-603-5700 | |
|---|--|
| CONVERSION WEEKEND Saturday, September 28 through Monday, September 30 | CLOSED |
| Tuesday, October 1 through Friday, October 4 | 8 AM to 7 PM |
| Saturday, October 5 | 8:30 AM to 3 PM |
| Monday, October 7 through Friday, October 11 | 8 AM to 7 PM |
| Saturday, October 12 | 8:30 AM to 3 PM |
| Monday, October 14 | Please note that Connex will be closed on October 14 in observance of Columbus/Indigenous Peoples Day. |

Beginning Tuesday, October 15, the Member Service Center will return to its regular hours of Monday through Friday 8 AM to 4 PM, and Saturday 8:30 AM to 12 PM.

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