

October 8-10, 2022

System Upgrade

SIERRA
CENTRAL
CREDIT UNION

Sierra Central is updating our Member experience!

Important information inside, please read!

Stay Connected with Sierra Central!



VISIT US ONLINE

Stay up-to-date on Sierra Central's System Upgrade by visiting SierraCentral.com/systemupgrade or by scanning this QR code!



SCHEDULE AN APPOINTMENT

You can schedule an appointment to speak with a Financial Services Associate or our Contact Center at SierraCentral.com/appointments.



PHONE OUR CALL CENTER

Friday, October 7, 2022.....7 a.m. thru
Thursday, October 13, 2022.....7 p.m. **open 24 hours**

Friday, October 14, 2022.....7 a.m. - 7 p.m.
Saturday, October 15, 2022.....7 a.m. - 7 p.m.
Sunday, October 16, 2022.....7 a.m. - 7 p.m.

October 17, 2022, onward
We are able to assist Members
Monday - Friday.....7 a.m. - 7 p.m.



Scan me to learn more!



SYSTEM UPGRADE TIMELINE



LIMITED BANKING SERVICES

Limited banking services continue.

UNAVAILABLE: Online Banking, Mobile Banking, Mobile Deposits, Bill Payer, Zelle and Bank-by-Phone.

BANK HOLIDAY CLOSED TO THE PUBLIC

Sierra Central will be working behind the scenes to help Member experience! Limited banking services continue.

UNAVAILABLE: Online Banking, Mobile Banking, Mobile Deposits, Bill Payer, Zelle and Bank-by-Phone.

If applicable, activate your "New" Sierra Central VISA Credit Card and begin using 10/10/22.



Scan me to learn more!

Stay up-to-date with our System Upgrade progress and changes that might affect you, by visiting www.SierraCentral.com/systemupgrade.

LIMITED BANKING SERVICES

There will be limited banking services through the holiday weekend.

Prior to this date, automatic transfers/ payments are changing to occur one time a month, on payment due dates. If this affects you, please contact us before 10/8/22.

UNAVAILABLE (starting today at 6 p.m.): Online Banking, Mobile Banking, Mobile Deposits, Bill Payer, Zelle and Bank-by-Phone.

LIMITED BANKING SERVICES

Limited banking services continue.

UNAVAILABLE: Online Banking, Mobile Banking, Mobile Deposits, Bill Payer, Zelle and Bank-by-Phone.

BRANCHES OPEN TO PUBLIC

Sierra Central is now open and operating under our newly upgraded system.



IMPORTANT CHANGES TO PRODUCTS & SERVICES



LIMITED SERVICES

Banking services will be limited over our System Upgrade October 7-10, 2022, beginning at 6 p.m. PT on the 7th.

Sierra Central ATMs will be available and should not experience any downtime, however, to prepare for possible downtime, please withdrawal anticipated cash needed prior to October 7 at 6 p.m. Any ATM deposits made, will be available after the Upgrade is complete. The ability to check account balances at the ATM or on your ATM receipts will not be available until after the Upgrade.

Our branch offices will be closed Friday, October 7 at 6 p.m. until Tuesday, October 11 at 9 a.m.. We will be working behind the scenes during this time to ensure a successful completion to the Upgrade, but offices will be closed to the public.



ELECTRONIC BANKING

Online Banking, Mobile Banking, Mobile Deposit, Bill Payer and Zelle.

Services will be unavailable starting October 7, 2022 at approximately 6 p.m. PT and will remain offline until the Upgrade is complete. Previously scheduled Bill Pay transactions scheduled through October 7 will not be interrupted. Members should register for Online Banking as soon as possible for your Bill Pay details to update and for payments to continue as scheduled.



STATEMENTS

After the System Upgrade, you will receive a combined statement for all your Checking and Savings accounts. This will include Money Markets and Share Certificates. You will receive separate statements for loan accounts (auto, home, VISA or personal) which will be mailed monthly. New statements will have a different look and will provide you with your new account numbers, for each of your accounts.

Members will receive multiple statements for the month of October. Some statements will include transaction history through October 10, 2022, and other statements will include transaction history beginning on October 11, 2022.



SCHEDULED PAYMENT TRANSFERS

This is an internal payment transfer system that a Sierra Central Financial Services Associate would have helped you establish.

After our System Upgrade, scheduled payment transfers will change to processing on the payment due date only for the payment due amounts.

If this affects you, you can set up your payments and transfers through Sierra Central Online Banking. Our Online Banking service will provide you with better management of your accounts and the ability to set up, schedule, or make changes to payments and transfers at your convenience from anywhere by logging into your Online Banking.

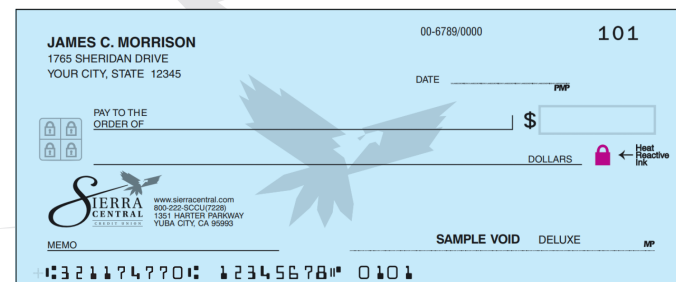
Please make changes before October 8, 2022, by contacting us at 1-800-222-7228 or by visiting your local branch.



NEW ACCOUNT NUMBERS

New account numbers are effective October 11, 2022. You will be able to locate your new account number(s) on statements or by logging into Online Banking. Your Checking Account number will remain the same and is located on your printed checks including the check digit, see the example below. If you have used this number, prior to setting up any payments or deposits, no action is needed on your part.

While we will continue to honor deposits, withdrawals and payments made using any of your current account numbers, we do encourage you to eventually update your new account numbers with your other financial services and/or payment/deposit providers.



routing # your account #



SIERRA CENTRAL ROUTING

This nine-digit code identifies our institution and is where Members go to direct the exchange of funds to and from one another.

The routing number will remain the same, 321174770.



CREDIT CARDS

All credit card account holders will receive NEW credit cards on or around October 6, 2022. Please activate your new credit card on or after October 10, 2022.

☒ **IMPORTANT – do not destroy your current SCCU VISA credit card until after October 10, 2022.**

☒ Continue to use your current credit card, which will be active through October 9. Please prepare for possible interruptions during the System Upgrade.

☒ Your NEW VISA credit card will be available for use on October 10, 2022, after you activate it. Your current credit card will deactivate on October 10.

☒ Credit Card Support will be available, October 10, 2022, by calling 1-844-845-9165.

☒ Any preauthorized payments using your current SCCU VISA credit card will need to be updated with your "NEW" SCCU VISA credit card information.



DEBIT & CREDIT CARDS

Debit and Credit cards will be available over the System Upgrade weekend; however activity will be limited. Please prepare for anticipated needs or possible interruptions.



Uchoose REWARDS

A program where you shop, use your SCCU VISA credit card, earn points and choose the perfect reward for your spending!

Already existing Rewards accounts, will transfer over accrued points to a new Uchoose Rewards account. Your login will remain the same. Please login to ensure your points have transferred and account is active. **PLEASE NOTE, it could take up to 2 weeks for your current points to transfer.** To access Uchoose Rewards visit, www.uchooserewards.com.



ONLINE & MOBILE BANKING

Our online platform where you can access your accounts from a computer and/or mobile device.

In the best interest of security, we are asking everyone to re-register for Online and/or Mobile Banking. To re-register you will need to enter the information as it relates to you individually, not others that may be on the account. To register and go through the process, click on "Register" from the login screen and enter in your personal information. If you experience issues with the "Register" process, our Call Center will be available to assist at 1-800-222-7228.

Bill Pay – If you were an active Bill Payer user, once you have successfully "Re-Registered" for Online Banking, your current Bill Pay details will be available to you by the next business day.

Online and Mobile Banking will have enhanced features after our System Upgrade and provide easier navigation and functionality. We sincerely apologize if you do experience any issues with the re-registration process.



RELATIONSHIP REWARDS

This program offers low or no cost products and services based on a Members relationship.

This program will change after the System Upgrade. Rewards will now be awarded based on an individual relationship vs. household.

www.SierraCentral.com/systemupgrade

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