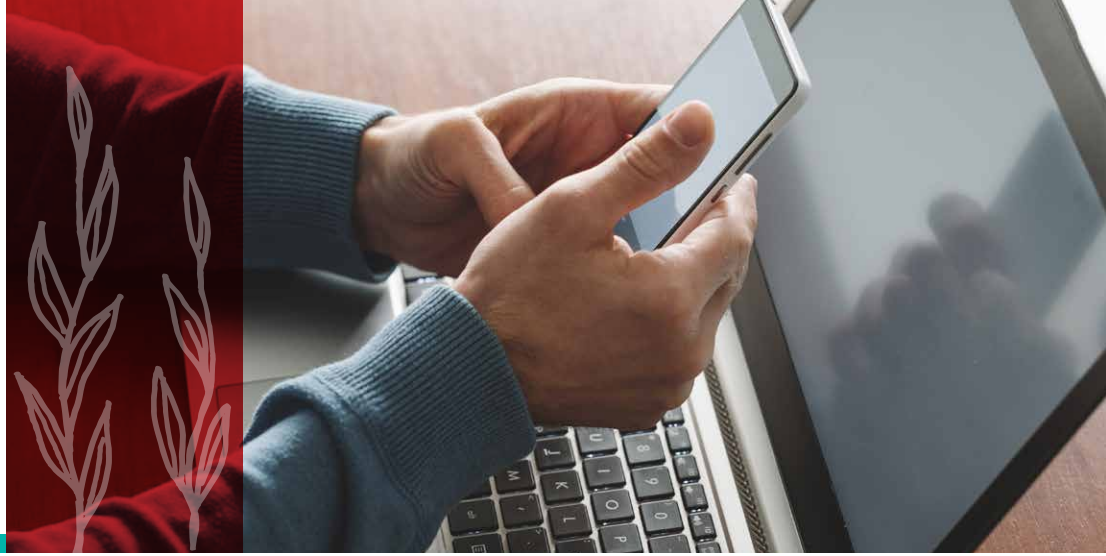




statewidefcu.org

JANUARY 2022



Everything You Need To Know About Our Upgraded Online Banking & Mobile App Services

The launch of our new home banking and mobile app services is less than 30 days away. To help you prepare for this new online and mobile experience, we've included things to know about the new features, how to prepare for the launch and Q&As in this newsletter. Please read through each section to better understand the scope of this upgrade and explore the quicker and more efficient online and mobile service we're providing you and your family

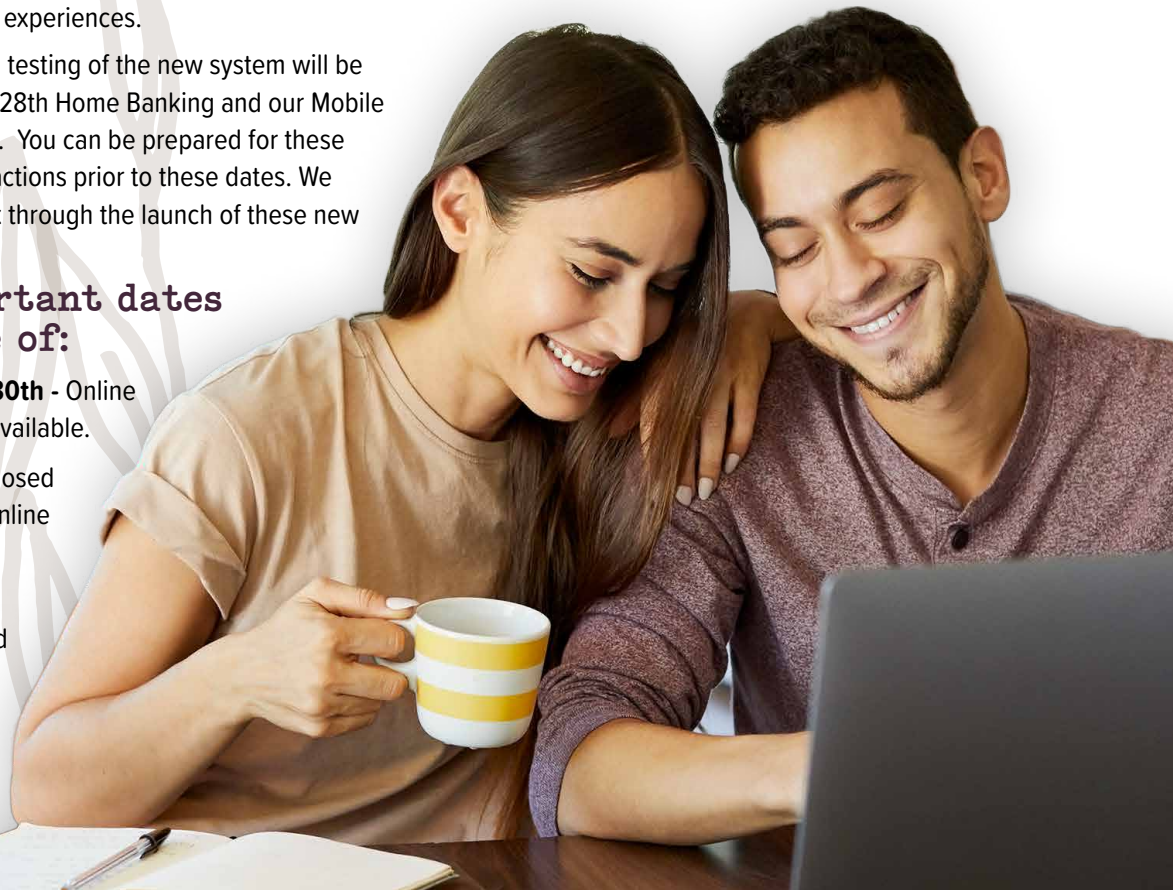
Please Note Important Dates Which Affect Your Account Availability Regarding Online & Mobile Services Prior To Launch

We have planned and prepared for this system upgrade for more than a year. Our entire team is excited about improving and enhancing your Online Banking and Mobile App experiences.

Prior to the February 1, 2022 launch, testing of the new system will be required. Beginning Friday, January 28th Home Banking and our Mobile App will not be available (see below). You can be prepared for these events by conducting any vital transactions prior to these dates. We appreciate your patience as we work through the launch of these new upgraded services.

Here are a few important dates you should be aware of:

- **Friday - Sunday, January 28th - 30th** - Online Banking & Mobile App will not be available.
- **Monday, January 31st** - Offices Closed for final upgrade testing - limited online and mobile service access
- **Tuesday, February 1st** - Everyone will need to re-enroll and download our new Mobile App.



Banking With Roots.

Improved Experiences



Along with the updated user-friendly features and modern look, the new Online Banking and Mobile upgrades will be providing you and your family the ability to:

- *Track your spending*
- *Set up your own external transfers*
- *Manage debit card*
- *Conveniently bank on your time from anywhere*
- *Apply for a loan from the Mobile App*

Popular Features Still Available

In addition to the new functions, Online Banking users can still enjoy these popular features:

- *View and manage your accounts*
- *Pay Bills*
- *Transfer funds between Statewide accounts*
- *Schedule recurring and future transfers*
- *Set up account alerts for payments, balance alerts & more*
- *Make credit card, loan and mortgage payments*
- *View online images of checks that have cleared*



One Amazing New Option

With our new Online Banking tool, you will now have access to ALL your accounts in one place. This is one of the most significant differences with the new system.

With one login, you will have access to any account you transact business on - joint account, kid's account, etc. How convenient is that? Not having to search through different accounts for the information you need or to conduct transactions.

THINGS TO KNOW ABOUT THE SYSTEM UPGRADE

Once the testing and launch have been completed on February 1st, make sure you complete all these Post Launch Checklist items.

- 1. Existing Statewide Mobile app users will need to delete the old app and download the new version.*
- 2. Go to Apple iTunes or Google Play store - type in "Statewide Federal Credit Union app" in the search bar and click on our logo to start downloading the new app.*
- 3. Create a new username and password for the Mobile App. You can use the same username and password that you had for the old Mobile app.*
- 4. Existing Statewide Online Banking users need to re-enroll in the new Online Banking service. Like the Mobile app, you need to re-enroll and set up a NEW username and password. You can re-used your existing username/password but will still need to set it up when you re-enroll. Your username can not be your Statewide account number. Have your account number and social security number handy.*
- 5. The recommended Online Banking browsers are Chrome, Edge and Firefox. Internet Explorer will not provide you the optimum online experience.*
- 6. If your Online Banking will not load, you may need to clear your browser cache.*

That's it, after taking these six simple steps you'll be up and running with state-of-the-art Online Banking and Mobile app technology, security and service. **Congrats!**

Banking With Roots.

FREQUENTLY ASKED QUESTIONS



1. Will my Statewide member account number change?
NO. Your member number will not change.



2. If I'm already using Statewide's Online or Mobile app or both, will I have to re-enroll?
YES. You will need to delete the Mobile App, download the new App and re-enroll in Online Banking and the Mobile App.



3. Will I need to create a new username and password?
YES. You will need to setup your username and password the first time you log on.



4. Will my Bill Pay information in the Online Banking and Mobile App such as the list of payees, scheduled bill payments, etc have to be re-loaded after the upgrade?
NO. All of this information will transfer over during the upgrade.



5. Will I continue to make payments on my loans in Online and Mobile Banking the same way as before?
YES. You can make payments on-line, with your Mobile App, for current payments as well as future payments. You will also be able to schedule payments from other FI's



6. Will all the Alerts I've created for my for my Online Banking and Mobile accounts still work?
NO. Any previous alerts will have to be reset up. With this upgrade, you will have the ability to customize alerts and notifications for many items, including deposits into your account, loan payments due, customized low balance notifications, and many more.



7. Will my recurring transfers between accounts still work?
YES. All transfers will continue to work except during the three days when the Online Banking and Mobile systems are either limited or not available (January 29th - 31st) during the upgrade testing period. Those transfers will be completed on February 1, 2022.



8. What else should I know about services being limited during the three day Online Banking and Mobile App testing period?
- eStatements - Previous statements will need to be downloaded
- Mobile Deposits will not be available January 29 - 31st.

Register For Our Virtual Annual Meeting

In keeping with ongoing COVID-19 guidelines, this year we will again be holding our annual meeting in a virtual online format through Zoom Meeting. To attend, you'll need to pre-register using the link printed below. We hope to see you online as you attend the annual meeting from the comfort and safety of your home.

- *Statewide FCU Virtual Meeting*
- *Thursday, February 24th, 3:00 PM*
- *Registration is required to attend the meeting. Click on the link below to register:*
<https://www.statewidefcu.org/annual-meeting/>





LOCATIONS TO SERVE YOU

FLOWOOD OFFICE

295 East Layfair Drive
Flowood, MS 39232
Phone: (601) 420-5535
Toll-Free: (800) 682-6426
Monday, Tuesday, Thursday & Friday Hours:
8:15 a.m. - 4:45 p.m.
Wednesday Hours: 8:30 a.m. - 4:45 p.m.

STARKVILLE OFFICE

333 Highway 12 West
Starkville, MS 39759
Phone: (662) 323-5020
Toll-Free: (800) 545-9677
Monday, Tuesday, Thursday & Friday Hours:
8:15 a.m. - 4:45 p.m.
Wednesday Hours: 8:30 a.m. - 4:45 p.m.

CLEVELAND OFFICE

809 West Sunflower Road
Cleveland, MS 38732
Phone: (662) 843-7370
Toll-Free: (866) 477-4539
Monday, Tuesday, Thursday & Friday Hours:
8:15 a.m. - 4:45 p.m.
Wednesday Hours: 8:30 a.m. - 4:45 p.m.

COLUMBUS OFFICE

1815 US-45
Columbus, MS 39704.
Phone: (662) 243-1181
Toll-Free: (800) 682-6426
Monday, Tuesday, Thursday & Friday Hours:
8:15 a.m. - 4:45 p.m.
Wednesday Hours: 8:30 a.m. - 4:45 p.m.

TELLERPHONE

Free 24-hour automated information
(800) 553-8890

eBRANCH

Visit www.statewidefcu.org

OVER 5,000 SERVICE CENTERS

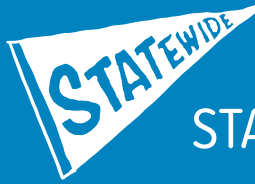
www.co-opsharedbranch.org

NMLS # 405509

Would you like to receive your Statewide FCU newsletter via email? Send an email to marketing@statewidefcu.org to receive an emailed newsletter.

NOTICE:

This newsletter is an official publication of Statewide Federal Credit Union. This newsletter serves as an official notice to the credit union membership of all matters contained within.



BENEFITS OF MEMBERSHIP IN STATEWIDE FEDERAL CREDIT UNION

Checking Account

- No monthly fee
- No minimum balance
- No per-check fee
- Overdraft protection

VISA Debit/ATM Card

- FREE with your Statewide FCU checking account

eBranch

- ePay
- Home Banking
- eStatements
- Online Check Images

TellerPhone

- Audio Response

mApp Mobile Banking

- Apps for smartphones
- Check balances
- Text banking
- All FREE

CU 24 ATM Network CU Here ATM Network

Credit Union Service Center Network

Savings & Investments

- Share Accounts
- Investment Management Accounts
- Share Certificates
- Christmas Club Accounts

Loans and Credit Cards

- Signature Lines of Credit
- Share Secured Loans
- Certificate Secured Loans
- New & Used Vehicle Loans
 - Automobiles
 - Boats
 - RV's
 - Motorcycles
- Mortgage Loans
- Home Equity Lines of Credit



INFORMATION FOR STATEWIDE MEMBERS



Visit www.cu24.com for the free Credit Union 24 or CU Here ATM nearest you!



Connect with us on Facebook, Twitter and Instagram.



All offices will be closed on the third Tuesday of each month from 8:00 a.m. - 9:00 a.m. for staff meetings.

HOLIDAY CLOSING

Statewide will be closed in observance of the following holidays. Remember, you have 24/7 access to your accounts through our online services, with your VISA® Debit Card and at ATMs.

Saturday, January 1
New Year's Day

Monday, January 17
Martin Luther King, Jr. Day

Monday, February 21
Presidents' Day