



SOUTH CAROLINA  
FEDERAL  
CREDIT UNION

Member Name  
Street Address  
City, ST ZIP

**IMPORTANT INFORMATION REGARDING THE CONVERSION OF YOUR SPARTAN  
FEDERAL CREDIT UNION MEMBERSHIP TO SOUTH CAROLINA FEDERAL CREDIT UNION**

Dear Member,

Thank you for your continued support and enthusiasm as we approach the merger of Spartan Federal Credit Union and South Carolina Federal Credit Union. As of June 1, 2019, Spartan Federal Credit Union members will become South Carolina Federal Credit Union members. June 1 and June 2 will be transitional days. **On June 3, 2019, the conversion will be complete and you will have full access to all South Carolina Federal financial centers (branches), products and services.**

Over the past few months and weeks, you should have received communication regarding the upcoming conversion of your account(s). Copies of each piece of communication can be found at: [scfederal.org/spartanfederal](http://scfederal.org/spartanfederal). Below you will find important information and reminders to help ensure you are prepared for the upcoming conversion.

### Member (Account) Number

By June 1, you should receive an account card, which includes your account number(s). On June 3, it will be important to change your automatic payments and update your direct deposit information using the details on the account card(s). Your member (account) number is required for first-time online banking enrollment.

### Savings Accounts

On June 1, your Spartan Federal savings account will become a South Carolina Federal Share Savings account. Please visit [scfederal.org](http://scfederal.org) to learn more about your new Share Savings account and review your Truth in Savings Rate & Fee Schedule for details on monthly withdrawal limits for savings accounts and other applicable rate and fee information.

### Checking Accounts

On June 1, if you currently have a Spartan Federal checking account, your South Carolina Federal account will be a Premium Checking account. If you currently have a Spartan Federal debit card and used it within the last 12 months, you can expect to receive a new South Carolina Federal debit card by June 1. **Please continue to use your Spartan Federal debit card through June 2.** On June 2, you will need to activate your new South Carolina Federal debit card.

### Share Certificate Accounts

If you currently have a Spartan Federal share certificate account, this account will convert to a South Carolina Federal share certificate on June 1. The rate and maturity date of your certificate(s) will be the same as your Spartan Federal certificate.

**LIFESIMPLIFIED™**

P.O. Box 190012, N. Charleston, SC 29419-9012

800-845-0432 Nationwide | 843-797-8300 Charleston | 843-545-8300 Georgetown

864-406-8300 Spartanburg | 843-519-8300 Florence | 803-738-8300 Columbia

[scfederal.org](http://scfederal.org)



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### IRA Savings Accounts

If you currently have a Spartan Federal Roth and/or Traditional IRA savings account, this account will convert to a South Carolina Federal IRA savings account on June 1.

### Home Equity Line of Credit (HELOC)

If you currently have a Spartan Federal HELOC, your loan will convert to a South Carolina Federal loan on June 1. You will retain your current rate, terms, conditions and due date in accordance with your existing loan agreements on your new South Carolina Federal HELOC. Please note that any tax documents regarding your HELOC loan will arrive as they normally would.

### Mortgage Loans

If you currently have a Spartan Federal mortgage loan, your loan will convert to a South Carolina Federal mortgage loan. Your loan(s) with South Carolina Federal will have the same rate, terms, conditions and due date as your current Spartan Federal loan(s).

### Consumer Loans

If you currently have a Spartan Federal consumer loan, your loan will convert to a South Carolina Federal loan on June 1. Your loan(s) with South Carolina Federal will have the same rate, terms, conditions and due date as your current Spartan Federal loan(s). South Carolina Federal offers several simple ways to make timely payments to your loan. Please visit [scfederal.org/spartanfederal](http://scfederal.org/spartanfederal) to review the consumer loan letter that was mailed to all members with a consumer loan, which outlines payment options. You can also review the FAQs enclosed in this mailing. As of June 3, loan payments will need to be made to South Carolina Federal through one of the convenient payment options.

### Credit Life & Credit Disability Insurance

If you currently have credit life and credit disability insurance on your Spartan Federal loan(s), your insurance provider will be Minnesota Life on your South Carolina Federal loan(s). If you incur a credit life or disability claim prior to June 1, that claim should be submitted to CUNA (the previous carrier). If you incur a credit life or disability claim on or after June 1, that claim should be submitted to Minnesota Life. For additional details, please visit [scfederal.org/spartanfederal](http://scfederal.org/spartanfederal) to review the credit life and credit disability letter that was mailed to all members with credit life and credit disability insurance.

### ATMs

The Spartan Federal ATM was replaced with a South Carolina Federal ATM on May 21. As of May 21, Spartan Federal members have fee-free access to withdrawal options *with Spartan Federal debit cards* at all South Carolina Federal ATMs. As of June 2, Spartan Federal members will have fee-free access *with South Carolina Federal debit cards* at all South Carolina Federal ATMs and Dolphin Debit ATMs, along with surcharge-free access to 55,000 ATMs worldwide via the Allpoint network. Check [allpointnetwork.com](http://allpointnetwork.com) for locations near you. For a list of South Carolina Federal and Allpoint ATMs, please visit our financial center and ATM locator search page at: [scfederal.org/Branch-ATM-Locator](http://scfederal.org/Branch-ATM-Locator).

### Online Banking Enrollment

Before May 31, we strongly suggest that you visit the Spartan Federal financial center to confirm your driver's license number is accurate and current. By doing so, you will be able to self-enroll in South Carolina Federal's online banking on or after June 3 by visiting: [scfederal.org/Help/Online-Services/Enrollment](http://scfederal.org/Help/Online-Services/Enrollment). Please utilize the information provided on your account cards to enroll. If your driver's license number is not up-to-date, you can also enroll in online banking by calling 864-406-8300 or visiting a financial center on or after June 3.



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**Financial Centers**

South Carolina Federal will refer to the Spartan Federal location as the Charisma financial center. On June 3, full access to account information will be available at the Charisma financial center and all South Carolina Federal financial centers in other markets (Charleston, Georgetown, Florence and Columbia).

South Carolina Federal looks forward to building a lifelong relationship with you. If you have any questions, please call 864-406-8300 or visit the Charisma financial center. Please also review the FAQs included within this mailing for additional information surrounding the conversion of your account(s).

Sincerely,

South Carolina Federal Credit Union



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### FAQs

#### General

##### **What are my new South Carolina Federal account number(s)?**

All members will receive an account card in the mail by June 1, which will list your account number, MICR (Magnetic Ink Character Recognition) number and South Carolina Federal's routing number.

As of June 3, you can enroll in Online Banking, give us a call, or visit a financial center to determine your account number(s). Your monthly statements from South Carolina Federal will also include your new account number(s).

##### **What is South Carolina Federal's routing number?**

South Carolina Federal Routing number is 253278401.

##### **Where can I go for updates on the conversion?**

Please continue to check [scfederal.org/spartanfederal](http://scfederal.org/spartanfederal) for updates on the conversion.

#### Savings and Checking Accounts

##### **The par value with a Spartan Federal share account is \$25 and South Carolina Federal's par value is \$5 – what will happen when my account converts?**

Your Share Savings par value will change to \$5 and the \$20 difference will be applied to your accessible Share Savings balance.

##### **When can I expect my new South Carolina Federal debit card?**

Members with a current Spartan Federal debit card and at least one transaction in the past 12 months will be mailed South Carolina Federal debit cards in late May. If you haven't received your new debit card by June 3, please give us a call at 864-406-8300 or visit a financial center.

##### **Will I be able to use my Spartan Federal debit card after May 31?**

Yes, you can continue to use your Spartan Federal Credit Union debit card through June 2. On June 2, you will need to activate your new South Carolina Federal debit card.

##### **When will I receive my debit card PIN?**

You will hear a prompt to assign a PIN for your new debit/ATM card when you activate the card.

##### **What should I know about my new debit card?**

Your new South Carolina Federal debit card will be both a checking and savings card. Please review your Rate and Fee Schedule or the Fee Schedule found at: [scfederal.org/Rates/Fee-Schedule](http://scfederal.org/Rates/Fee-Schedule) to learn about transaction limits for savings accounts.

##### **What are some benefits of Premium Checking?**

To welcome you to the South Carolina Federal family, we are providing you our best option, Premium Checking, and waiving the standard monthly Premium Checking Fee for a 12-month period. You will also have access to 55,000 surcharge-free ATMs worldwide via the Allpoint network. As of June 3, you will also have fee-free access to all South Carolina Federal ATMs. For a list of South Carolina Federal and Allpoint ATMs, please visit our financial center and ATM locator search page at: [scfederal.org/Branch-ATM-Locator](http://scfederal.org/Branch-ATM-Locator). Premium Checking accounts also include UChoose rewards and more details on UChoose



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rewards can be found in the FAQ below. For a comprehensive list of benefits of Premium Checking, please visit: [scfederal.org/Personal-Banking/Checking/Premium-Checking](https://scfederal.org/Personal-Banking/Checking/Premium-Checking).

### **Are Spartan Federal members exempt from any fees?**

All Spartan Federal checking accounts will be converted to a South Carolina Federal Premium Checking Account. Spartan Federal members will be fully integrated into South Carolina Federal on June 3 and will be exempt from the Monthly Premium Checking Fee (\$10.00/month) for a one-year period, ending on May 31, 2020. If you would like to switch to a different checking account, please speak with a South Carolina Federal representative.

For more information on fees and account terms and conditions, please review the Truth in Savings Rate & Fee Schedule and Account Agreement we mailed to you. You can also visit: [scfederal.org/Rates/Fee-Schedule](https://scfederal.org/Rates/Fee-Schedule) to learn about account fees.

### **What will happen to the debit card points earned with Spartan Federal?**

Any debit card points earned with Spartan Federal will not come over to South Carolina Federal. Members can redeem any unused Spartan Federal debit card points through June 30 by visiting [ScoreCardRewards.com](https://ScoreCardRewards.com) or calling 800-854-0790.

### **What are UChoose rewards?**

Premium Checking account holders that enroll in UChoose rewards will earn points when you choose "credit" for purchases on your debit card. You will earn 1 point for every \$5 spent. For more information on UChoose rewards, including instructions on how to enroll, please visit: [scfederal.org/Help/Cards/Debit-Cards](https://scfederal.org/Help/Cards/Debit-Cards).

### **Will I be able to use my current Spartan Federal checks after May 31?**

We will accept Spartan Federal checks for a short time after May 31, but please order South Carolina Federal checks as soon as possible on or after June 3. From June 3 through August 31, each primary member can order one free box of standard South Carolina Federal checks or apply a \$25 credit towards a non-standard box of checks. To take advantage of the free box of checks or \$25 credit towards non-standard checks, please call us on or after June 3 at 864-406-8300, or visit a South Carolina Federal financial center.

### **How will my South Carolina Federal checks be different?**

Your new checks will utilize South Carolina Federal's routing number and your South Carolina Federal MICR number.

### **If I have Overdraft Protection with Spartan Federal, will I also have it with South Carolina Federal?**

Yes, any Spartan Federal members with Overdraft Protection will automatically be enrolled in South Carolina Federal's overdraft protection program, Courtesy Pay. For details on fees surrounding Courtesy Pay, please review the Truth in Savings Rate & Fee Schedule and Account Agreement we mailed to you. You can also visit: [scfederal.org/Rates/Fee-Schedule](https://scfederal.org/Rates/Fee-Schedule) to learn about account fees.

## Share Certificates

### **When will dividends post on my certificates?**

Spartan Federal dividends will be paid out on May 31. Going forward with South Carolina Federal, dividends will post monthly on the anniversary date of the certificate.



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**How will my South Carolina Federal certificate differ from my Spartan Federal certificate?**

Please refer to the Truth in Savings Rate & Fee Schedule and Account Agreement we previously mailed to you to learn about account fees and terms and conditions.

**Online Banking/Bill Pay**

**Will I use the same online banking user name and password?**

No, on June 3, you will need to enroll in South Carolina Federal's Online Banking. Your Online Banking through Spartan Federal will no longer be available as of midnight on May 31.

You can enroll in South Carolina Federal's Online Banking by calling 864-406-8300 or visiting a financial center. If your driver's license number is up-to-date, you may self-enroll by visiting: [scfederal.org/Help/Online-Services/Enrollment](https://scfederal.org/Help/Online-Services/Enrollment). Please contact the Charisma financial center prior to May 31 to update or confirm your current driver's license number.

**How should I pay as of June?**

Before June 1, please ensure you take note of all of your bill payees and associated details. After enrolling in South Carolina Federal's Online Banking on or after June 3, you can use those details to setup bill pay through South Carolina Federal's Online BillPay. To learn about the benefits and features of Online BillPay and/or online/mobile banking, please visit: [scfederal.org/Personal-Banking/Convenience-Services/Online-Banking](https://scfederal.org/Personal-Banking/Convenience-Services/Online-Banking).

**What about any automatic payments/withdrawals I have set up to come directly out of my checking or savings account?**

Please be sure to change any automatic payments and/or withdrawals on June 3. As of June 3, enrolling in South Carolina Federal's online banking will allow you to pay bills and make payments utilizing your South Carolina Federal checking and/or savings account.

**What about my direct deposit(s)? Will I need to change the routing number and account number?**

Yes, please ensure you update your direct deposit information with your new routing and account number as early as June 3. We will accept direct deposits with your current Spartan Federal routing and account number for a short time after June 3, but please be sure to change your direct deposit information as soon as possible on or after June 3.

**What if I have an automatic payment set up using my Spartan Federal debit or credit card?**

These automatic payments will need to be updated with your South Carolina Federal debit card account information on or after June 3.

**What will happen to my monthly and/or quarterly statements?**

Starting in June, you will begin receiving monthly or quarterly statements from South Carolina Federal. You will be able to enroll in eStatements after you enroll in online banking on or after June 3. While we will have access to your Spartan Federal statements, for your convenience, we suggest saving your Spartan Federal statements.

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## Home Equity Line of Credit (HELOC), Mortgage & Consumer Loans

### **How can I make payments on my South Carolina Federal HELOC, mortgage and/or consumer loan(s)?**

South Carolina Federal offers several simple ways to make timely payments to your loan. Payment options include:

- Online Banking – set up payments for your loan in our convenient online banking system. You can also set up recurring payments to ensure your South Carolina Federal loan payments are made on time each month.
- Mobile Apps – once you are set up in Online Banking, you can transfer a payment in seconds using our mobile apps for iPhone and Android.
- Financial Center – stop by any convenient financial center location to make a payment.
- Phone – simply call 864-406-8300 and transfer funds for South Carolina Federal payments by phone.
- Mail –mail your payment to:

South Carolina Federal Credit Union  
PO Box 62349  
North Charleston, SC 29419-2349

## Credit Life & Credit Disability Insurance

### **What changes will occur to my current credit insurance program?**

Effective June 1, the following changes will occur to your current credit insurance program:

- The single life rate will increase from \$0.65 to \$0.85 (per \$1,000 of coverage). The joint life rate will increase from \$1.04 to \$1.40 (per \$1,000 of coverage).
- The disability rate will increase from \$1.40 to \$1.75 (per \$1,000 of coverage).
- The maximum amount of insurance for both life and disability will increase from \$40,000 to \$50,000.
- The term of insurance will be 180 months for life and 120 months for disability.