



**SOUTH CAROLINA
FEDERAL**
CREDIT UNION

Business FAQs

General

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

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

As of October 2, 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/sctelco for updates on the conversion.

Business Savings and Checking Accounts

When can I expect my new South Carolina Federal business checking card?

Members with a current SC Telco business checking card will receive a new checking card in early October. If you need your debit card on or after October 2 and have not yet received it, you can visit either the David McLeod (2321 Trade Court) or Palmetto (1937 East Palmetto Street) financial center to have a temporary checking card printed.

Will I be able to use my SC Telco business checking card after September 30?

No, at midnight on September 30, your SC Telco business checking card will be deactivated and you will need to activate your new South Carolina Federal business checking card.

When will I receive my business checking card PIN?

You will hear a prompt to assign a PIN for your new business checking card when you activate the card.

What should I know about my new business checking card?

Your new South Carolina Federal checking card will be both a checking and savings card. Please review your Business Rate & Fee Schedule found at the bottom of the page here: scfederal.org/Rates/Fee-Schedule to learn about transaction limits for savings accounts.

What are some benefits of Easy Business Checking?

To welcome you to the South Carolina Federal family, we are providing you with an Easy Business Checking account. Easy Business Checking accounts have no monthly maintenance fee, include 150 free items per month, and allow convenient access to your funds with the Mastercard®.

For a comprehensive list of benefits of Easy Business Checking, please visit:

<https://www.scfederal.org/Business-Banking/Business-Checking/Easy-Business-Checking>

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800-845-0432 **Nationwide** | 843-797-8300 **Charleston**
803-738-8300 **Columbia** | 843-545-8300 **Georgetown** | 843-519-8300 **Florence**

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Will I be able to use my current SC Telco business checks after September 30?

No, as of midnight on September 30, you may no longer use your SC Telco business checks. On October 2, you can order South Carolina Federal checks by logging into online banking, calling us at 843-519-8300, or visiting a South Carolina Federal financial center. Your new checks will utilize South Carolina Federal's routing and MICR number. If you need South Carolina Federal checks immediately, you may visit a South Carolina Federal financial center to have starter checks printed for you beginning October 2.

Will my previous transaction history with SC Telco transfer to South Carolina Federal's online banking?

No, Members will not be able to access previous statements/history online so we recommend you save your previous SC Telco statements to your computer or print hard copies. You can also reach out to SC Telco for account and transaction history.

Business Share Certificates

When will dividends post on my business certificates?

SC Telco dividends will be paid out on September 30. Going forward with South Carolina Federal, dividends will post monthly on the anniversary date of the certificate.

How will my South Carolina Federal business certificate differ from my SC Telco business certificate?

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

Business Online Banking/Bill Pay

Will I use the same online banking username and password?

No, on October 2, you will need to enroll in South Carolina Federal's Online Banking. Your Online Banking through SC Telco will no longer be available as of midnight on September 30.

You can enroll by visiting any South Carolina Federal financial center (branch).

How should I pay as of October?

Before October 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 October 2, 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.

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

Please be sure to change any automatic payments and/or withdrawals on October 2. As of October 2, enrolling in South Carolina Federal's online banking will allow you to pay bills and make payments utilizing your South Carolina Federal business checking and/or savings account.

What if I have an automatic payment set up using my SC Telco business checking or credit card?

These automatic payments will need to be updated with your South Carolina Federal business checking or credit card account information on or after October 2.

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

After the conversion, you will begin receiving monthly or quarterly statements from South Carolina



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Federal. You will be able to enroll in eStatements after you enroll in online banking on or after October 2. While we will have access to your SC Telco statements, for your convenience, we suggest saving your SC Telco statements.

Business Loans

How can I make payments on my South Carolina Federal Commercial Real Estate Mortgage (CREM) 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 843-519-8300 and transfer funds for South Carolina Federal payments by phone.
- Mail –mail your payment to:

South Carolina Federal Credit Union
PO Box 371306
Pittsburgh, PA 15250-7306

Credit Cards

Will my interest rate or fee structure change as part of this credit card change?

Yes. Your interest rate and fees will change as described in the credit card letter mailed on August 17th. The balance remaining on your SC Telco card will be transferred at your current SC Telco credit card rate. New purchases made with your South Carolina Federal credit card will be subject to the variable rate as described in this letter.

My existing card does not expire for quite a while; can I continue using my existing card until expiration?

No, your current credit card with SC Telco will be deactivated at midnight on September 30, 2018.

May I activate and use my new card as soon as it arrives?

No, please do not activate the new card until October 2, 2018. SC Telco account data, as of midnight September 30, 2018, will be transferred to South Carolina Federal. October 1 will be a transitional day, and all account information will be fully integrated into South Carolina Federal by October 2.

If my card account has joint or secondary owners, will they receive new cards?

Yes. As a security feature, all cards will have unique numbers and will arrive separately. One monthly statement will reflect charges for all cards on your account.

What do I need to do if I have preauthorized or recurring payments that are tied to my existing SC Telco Mastercard®?



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You will need to update all preauthorized or recurring payments with your new South Carolina Federal credit card number after activating your new Mastercard®.

Will the due date for my credit card payment change?

Yes, your new payment due date will be the 4th of each month.

Will I receive multiple statements with this change?

You should be receiving multiple statements only during the month of October 2018. One statement for your old card, and one statement for your new South Carolina Federal credit card.

Will I need to send my payment to a new location after the conversion?

Yes. The new address will be included on the statement. If you pay this bill through online bill payment, you will need to update the mailing address to P.O. Box 2711, Omaha, NE 68103-2711 on or after October 1, 2018 to ensure that your payment reaches the processor by your due date. Additionally, you will be able to make your payment through a transfer in South Carolina Federal online banking or at any South Carolina Federal Credit Union location.

Will my previous card history transfer to my new card number so I have access to the information if needed?

You will not be able to access previous statements/history online so we recommend you save your previous SC Telco statements to your computer or print hard copies.

How do I earn points or see my rewards under the UChoose Rewards program?

To earn points, you must register into the program, which can be done by logging in to www.uchooserewards.com and entering your card number, name, zip code and email address. The points you have earned with SC Telco's CU Rewards program will be transferred to South Carolina Federal's UChoose Rewards program. Points may then be redeemed based on the points value for merchandise, travel, gift cards, etc., through UChoose Rewards.

Will my reward points show on my Mastercard® statement?

Yes, your points balance will show up on your new statement.

What are the terms of the new variable card?

The Credit Card Agreement is included with this mailing.

Will I still receive eStatements for my new card?

You will need to re-enroll for eStatements via Online Banking.