



**SOUTH CAROLINA  
FEDERAL**  
CREDIT UNION

## Consumer 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](http://scfederal.org/sctelco) for updates on the conversion.

### Savings and Checking Accounts

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

Members with a current SC Telco debit card will be mailed South Carolina Federal debit cards in late September. If you haven't received your new debit card by October 1, please give us a call at 843-519-8300 or visit a Florence financial center (branch) on or after October 2.

#### **Will I be able to use my SC Telco debit card after September 30?**

No, at midnight on September 30, your SC Telco debit card will be deactivated and you will need to activate your new South Carolina Federal debit card on October 2.

#### **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 three-year period. You will also have access to 55,000 surcharge-free ATMs worldwide via the Allpoint network. As of October 2, 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 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](http://scfederal.org/Personal-Banking/Checking/Premium-Checking).

## LIFESIMPLIFIED™

P.O. Box 190012, N. Charleston, SC 29419-9012  
800-845-0432 **Nationwide** | 843-797-8300 **Charleston**  
803-738-8300 **Columbia** | 843-545-8300 **Georgetown** | 843-519-8300 **Florence**  
[scfederal.org](http://scfederal.org)



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**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.

**What about the SC Telco ATM?**

The SC Telco ATM will be removed on September 24, 2018. A new South Carolina Federal ATM will be installed in early October. South Carolina Federal is part of the Allpoint Network, with over 55,000 conveniently-located ATMs around the country. Check [www.allpointnetwork.com](http://www.allpointnetwork.com) for locations near you.

**Are SC Telco members exempt from any fees?**

All SC Telco checking accounts will be converted to a South Carolina Federal Premium Checking Account. SC Telco members will be fully integrated into South Carolina Federal on October 2, 2018 and will be exempt from the Monthly Premium Checking Fee (\$10.00/month) for a three-year period, ending on September 30, 2021. 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](http://scfederal.org/Rates/Fee-Schedule) to learn about account fees.

**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](http://scfederal.org/Help/Cards/Debit-Cards).

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

No, as of midnight on September 30, you may no longer use your SC Telco checks. After the conversion, SC Telco members will receive one free box of standard South Carolina Federal checks. If you need South Carolina Federal checks immediately, you may visit a South Carolina Federal financial center to have starter checks printed for you. When you need additional South Carolina Federal checks, you may order by logging into online banking, calling us at 843-519-8300, or visiting 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.

**What will happen to my SC Telco Health Savings Account (HSA)?**

Your SC Telco Health Savings Account (HSA) will remain with SC Telco. Please reach out to SC Telco for details surrounding your HSA.

**If I have Overdraft Protection with SC Telco, will I also have it with South Carolina Federal?**

Yes, any SC Telco 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](http://scfederal.org/Rates/Fee-Schedule) to learn about account fees.



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## Share Certificates

### **When will dividends post on my 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 certificate differ from my SC Telco 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.

### **What about my Save to Win Certificate?**

Each member will receive a prize of \$25 at the maturity of the Save to Win certificate. Once the certificate has matured, rather than renew, it will roll into your share savings account.

## Online Banking/Bill Pay

### **Will I use the same online banking user name 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 in South Carolina Federal's Online Banking by calling 843-519-8300 or visiting a financial center (branch). Please have your driver's license available when you call or visit. Unfortunately, self-enrollment for online banking is unavailable.

### **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](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 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 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 October 2. We will accept direct deposits with your current SC Telco routing and account number for a short time after October 2, but please be sure to change your direct deposit information as soon as possible on or after October 2.

### **What if I have an automatic payment set up using my SC Telco debit or credit card?**

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

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

Beginning in October, 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 October 2.



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While we will have access to your SC Telco statements, for your convenience, we suggest saving your SC Telco statements.

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

### **How can I make payments on my South Carolina Federal HELOC, lot, second 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 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 62349  
North Charleston, SC 29419-2349

## Credit Life & Credit Disability Insurance

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

Effective October 1, 2018, the following changes will occur to your current credit insurance program:

- The joint life rate will decrease from \$1.41 to \$1.40 for joint life (per \$1,000 of coverage).
- The disability rate for open-end loans will increase from \$1.40 to \$1.75 (per \$1,000 of coverage).
- The monthly disability benefit will increase from \$650 to \$750.
- The maximum term of life insurance will decrease from 240 months to 180 months.

## Credit Cards

### **Will my new South Carolina Federal Mastercard® have the same design as my SC Telco VISA® card?**

No, the look of your credit card will change.

### **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 17, 2018. 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.



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**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®?**

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 23<sup>rd</sup> 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](http://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 and you can visit the following site for information about the variable card and view the agreement and disclosures:

<https://www.scfederal.org/Borrow/Cards/Credit-Card>.



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**Will I still receive eStatements for my new card?**

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