



SOUTH CENTRAL BANK
A BANK THAT'S ALL YOUR OWN

November 27, 2019

Re: Acquisition of South Central Bank, National Association by Verve, a Credit Union

Dear Valued Customer:

As you may be aware, South Central Bank, National Association (South Central Bank) has agreed to be acquired by Verve, a Credit Union (Verve). We are excited about our transaction with Verve, and believe that our combined organization will provide our customers with greater convenience and enhanced services. The acquisition is scheduled to be completed in January 2020 pending the regulatory approvals of the Office of the Comptroller of the Currency (OCC), the Federal Deposit Insurance Corporation (FDIC), the National Credit Union Administration (NCUA), the Wisconsin Department of Financial Institutions (WDFI) and the Illinois Department of Financial and Professional Regulation (IDFPR).

At the closing date, when Verve acquires South Central Bank, all customers of South Central Bank will automatically become members of Verve. South Central Bank locations will remain open and continue serving you during normal business hours. In addition, all bank ATMs will remain available, and you will continue to have access to property in your safe deposit box(es). There will be no additional changes in your account structure or servicing until a system integration. You will be provided a minimum of thirty (30) days prior notice of any scheduled account changes.

Following the closing date, no interruption in the insurance coverage of your deposits will occur. Your deposits will be federally insured by the NCUA up to the maximum amount available, currently \$250,000 per depositor, and backed by the full faith and credit of the United States Government.

We are required by 12 CFR § 307.3 to inform you that the insured status of South Central Bank, under the provisions of the Federal Deposit Insurance Act, will terminate soon after the consummation of the acquisition of South Central Bank by Verve. Your insured deposits will continue to be insured by the FDIC, to the extent provided by law, until South Central Bank's insured status is terminated. South Central Bank will not accept, and the FDIC will not insure, any new deposits or additions to existing deposits made by you after the termination date. As stated above, as of the closing date, all of your deposits will become federally insured by the NCUA and there will be no lapse in the federally insured status of your deposits.

In bringing South Central Bank and Verve together, we know you will have questions about how Verve's acquisition of South Central Bank will impact you. To answer some of these questions, we have prepared the enclosed "Frequently Asked Questions" (FAQ) document. Please take a

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moment to review the document. If you have any additional questions or concerns, please contact Charles P. Rudy, Chief Financial Officer of South Central Bank, at our main office located at 525 West Roosevelt Road, Chicago, Illinois 60607 or call (312) 491-7000 if additional information is needed regarding this notice or the insured status of your account(s) prior to the closing date.

Thank you for your continued loyalty and trust. We value your business and look forward to continuing to serve your banking needs.

Sincerely,

A handwritten signature in black ink, appearing to read "Todd Grayson". The signature is fluid and cursive, with a prominent "T" and "G".

Todd Grayson
President
South Central Bank, National Association

Encl.

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Banking locally is banking better—and it's getting even better!

We are very excited to announce that membership with Verve, a Credit Union, provides you, your family and your business with greater value, service and convenience. Through this acquisition of South Central Bank, you'll gain access to expanded consumer financial services, including loans, insurance, credit cards, innovative account access options, investment services and more. Ultimately, we will be able to serve you in more ways, as well as enhance our commitment to our local communities.

We understand that you may have some questions related to the acquisition, so we're providing answers to a few of these questions. Please review these helpful FAQs and let us know if you have other questions we can help answer.

About the Acquisition

Why is South Central Bank being acquired by Verve?

South Central Bank was approached by several financial institutions about a potential acquisition, and in an effort to increase value for our clients, employees and shareholders, we evaluated each one and what the benefits would be for our customers. We were introduced to Verve, and quickly realized that they could bring us significant scale and resources to grow our operation, and we could provide them with an expanded footprint, assets and employees that would add significant value to Verve.

How large is Verve and where are they located?

Verve is headquartered in Wisconsin at 2900 Universal Street, Oshkosh, WI 54904. The credit union serves nearly 60,000 members through 16 branches throughout Wisconsin with assets in excess of \$986 million. Membership is open to anyone who lives, works or worships in 23 counties throughout Wisconsin (Brown, Buffalo, Calumet, Dodge, Fond du Lac, Green Lake, Jackson, La Crosse, Manitowoc, Milwaukee, Monroe, Outagamie, Ozaukee, Portage, Sheboygan, Trempealeau, Vernon, Washington, Waushara, Waupaca and Winnebago) and Minnesota (Houston and Winona) and to employees of Kimberly-Clark Corp., Fox River Paper Co., the medical services industry and the immediate family of any current member. After the acquisition is complete, membership will also be open to current customers of South Central Bank, as well as persons residing, employed or worshipping in the Illinois Counties of DuPage and all portions of Cook County north of Highway 20/95th Street. For branch locations and hours, visit verveacu.com/locations.

How will my customer relationship change on account of this transaction?

Credit unions are non-profit cooperatives owned and are controlled by the people, or members, who use their services. Automatically upon completion of the acquisition and

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without any action needed to be taken by you, customers of South Central Bank will become members of Verve. As a member, you are considered to be a part owner of Verve. There is no annual membership fee or state opt-in requirement, however, there is a \$5 minimum deposit in savings required to establish membership with the credit union. Bank customers who have only a loan or non-deposit relationship with the bank will have this \$5 establishing deposit automatically funded on their behalf by Verve.

About the People

Will there be changes to your staff?

South Central Bank employees will become Verve team members, sharing a commitment to deliver financial services and expertise to families and small businesses throughout the communities we serve. All South Central locations will remain open at this time.

Who will be the President/CEO?

Kevin J. Ralofsky is the current President/CEO of Verve and will continue in that role. Todd E. Grayson, the current President of South Central Bank, will remain with Verve as a Regional President.

Will there be changes to the Board of Directors?

The current Board of Directors of Verve will remain unchanged as a result of the transaction. The Board of Directors of South Central Bank will cease to exist as of closing.

About the Future

Where will the headquarters be located?

The headquarters of Verve will be at 2900 Universal Street, Oshkosh, WI 54904 (its current headquarters). Verve is proud to maintain a strong local and community focus throughout each of its locations.

When will I see signage begin to change at branch locations?

Branch signage will change following regulatory approval and completion of the acquisition, which is anticipated at the end of 2019.

Are you planning to close any branch locations?

We do not have any plans to close branches. We evaluate our branches regularly to ensure they are meeting the needs of our member-owners, a practice we will continue after the acquisition is complete. South Central Bank's branch locations will be maintained and incorporated with Verve's, resulting in a network of 21 locations throughout Wisconsin and the Chicagoland area.

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About My Accounts

What's the benefit to me related to this acquisition?

Through this transaction, you'll gain access to an expanded suite of consumer and business financial services, including loans, insurance, credit cards, investment services and more. As a member-owned, not-for-profit financial cooperative, Verve is able to offer competitive rates and fees.

Will my account number change?

System integration is expected to be at a later date and will more than likely require a change to account number structures. We will work to minimize any changes made to accounts. We understand that this type of change may cause disruption, so our commitment will be to make any transition as smooth as possible so that you experience no hiccups in accessing your accounts.

How will this affect my rates and service charges/fees?

As part of our system integration, we will review all services provided to members, including service charges, to make sure we provide consistent, low-cost access to the most innovative financial services. Accounts with variable rates may change. Accounts with fixed rates such as certificates of deposits, loan interest rates as well as safe deposit boxes/fees will remain unchanged upon completion of the acquisition.

Will all of my accounts be transferred over into Verve accounts?

All account types, such as checking, savings, certificates, loans and other accounts currently available at South Central Bank will transfer to Verve. At this time, Verve currently expects to continue to offer the full range of South Central Bank's product and service offerings.

Do I need a separate membership for my business/organization to maintain my business accounts?

Each business that currently has an account—checking, savings, loan or other account—with South Central Bank will automatically become a member of Verve. Any businesses who currently do not bank with South Central Bank or Verve may apply for membership. Membership is open to any business located in 23 counties throughout Wisconsin (Brown, Buffalo, Calumet, Dodge, Fond du Lac, Green Lake, Jackson, La Crosse, Manitowoc, Milwaukee, Monroe, Outagamie, Ozaukee, Portage, Sheboygan, Trempealeau, Vernon, Washington, Waushara, Waupaca and Winnebago) and Minnesota (Houston and Winona). After the acquisition is complete, membership will also be open to current customers of South Central Bank, as well as any business located in the Illinois Counties of DuPage and all portions of Cook County north of Highway 20 / 95th Street. For branch locations and hours, visit verveacu.com/locations.

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Will my deposits continue to be federally insured?

Verve is insured by the NCUA (National Credit Union Administration) through the NCUSIF (National Credit Union Share Insurance Fund). Following the closing date, customer deposits will no longer be insured by the FDIC. Your deposits will be federally insured by the NCUA to the maximum amount available, currently \$250,000 per depositor, and backed by the full faith and credit of the United States Government. Please see a helpful comparison guide at the end of this document for reviewing differences between NCUA and FDIC insurance.

What happens if I already have both a Verve account and a South Central Bank account?

Following the proposed transaction, you will continue to have both accounts available for you at Verve. In the event you have more than \$250,000 at Verve as a result of the transaction, the excess will not be federally insured. Verve will contact any South Central Bank customers who will have greater than \$250,000 on deposit as a result of the acquisition to discuss options.

Will I be able to access my account at new branches?

Immediately following the acquisition, you will have access to the same branch locations and ATM networks as you do currently. In addition, following the closing date, banking services will be available at all Verve branch and ATM locations (free of any service fees).

Will I still be able to use my current checks?

Yes, you will continue to be able to use your current checks following the closing date. If new checks are necessary after our system integration is complete, you will receive a complimentary box.

Will I still be able to use my credit card?

Yes, you will continue to be able to use your current credit card. At some point following the closing date, we will introduce a new card, and we will provide you with information about the available options.

Will I still be able to use my debit card?

Yes, you will continue to be able to use your current debit card. At some point following the closing date, we will provide you with a new card.

How do I make loan payments?

You can continue to make loan payments as you have been—either through automatic fund transfers or by submitting payments to South Central Bank, 525 W. Roosevelt Road, Chicago, IL 60607, throughout the acquisition process. After the acquisition is completed, you may continue to make payments as you did in the past. Once data systems merge, you will be notified well in advance of any changes to this process.

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Will my online banking change?

Until our system integration is complete, you will continue to access your online banking as you do now. You will be notified well in advance of any changes, new apps and whether these changes include any new requirements in accessing your information.

When your name changes, will my direct deposit still work?

Your direct deposit and automated regular withdrawals will continue to work without interruption. When we complete our system integration, and our routing number changes, we will work with you to ensure there is no interruption to your electronic direct deposit or automated regular withdrawals.

How will I get to the credit union's website?

Leading up to the acquisition, continue to visit South Central Bank online at banksouthcentral.com. Following the acquisition and name change, you will still be able to access banksouthcentral.com for a period of time. At some point, our official website and links to online banking will become accessible from verveacu.com.

Will employee emails change?

Following our system integration, employees will be provided new email addresses that reference the Verve name. For a time following this change, you may continue to email our staff at the current email address that you have on record.

Will employee phone numbers change?

We will notify you at least thirty (30) days prior to any anticipated changes in our contact information.

Will there be changes to your hours?

As a standard business practice, we review our hours on an annual basis and will make appropriate changes to reflect the way that our members choose to bank with us.

Will there be any changes to my account notices and statements?

At the point when we complete our system integration, your monthly and quarterly statements and notices may have an updated look.

How will I receive additional information about this acquisition?

You can visit verveacu.com for updates about the progression of the acquisition and system integration plans. You will also receive periodic mailings and have access to updates available at

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all our branch locations. We also send periodic emails with all our updates and important notices, so please take this opportunity to update your email address on file.

Who do I contact if I have additional questions?

We want to hear from you to help answer any additional questions you might have about our announcement and acquisition. Please call South Central Bank at (312) 491-7000.

NCUA and FDIC Insurance Compared

Insurer	Single Account- one owner	Joint Account- more than one owner	Retirement Accounts - includes IRAs	Revocable Trust Accounts	Corporation, Partnership, and Unincorporated Association Accounts	Government Accounts
NCUA	\$250,000 per owner	\$250,000 per co-owner	\$250,000 aggregate for Roth and Traditional; \$250,000 for Keogh. All IRA coverage is separate and in addition to coverage for other credit union accounts.	\$250,000 per owner per beneficiary up to 5 beneficiaries (Coverdell Education Savings Accounts insured in this category.)	\$250,000 per corporation, partnership or unincorporated association	\$250,000 per official custodian
FDIC	\$250,000 per owner	\$250,000 per co-owner	\$250,000 per owner	\$250,000 per owner per beneficiary up to 5 beneficiaries	\$250,000 per corporation, partnership or unincorporated	\$250,000 per official custodian

See NCUA's website at www.ncua.gov and FDIC's website at www.fdic.gov for more detailed information about deposit insurance.



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PRIVACY POLICY



What does Verve do with your personal information?

WHY? Financial companies choose how they share your personal information. Federal law gives consumers the right to limit some but not all sharing. Federal law also requires us to tell you how we collect, share, and protect your personal information. Please read this notice carefully to understand what we do.

WHAT? The types of personal information we collect and share depend on the product or service you have with us. This information can include:

- Social Security Number and account transactions
- Credit card or other debt and credit history
- Transaction history and transaction or loss history
- When you are no longer our member, we continue to share your information as described in this notice.

HOW? All financial companies need to share members' personal information to run their everyday business. In the section below, we list the reasons financial companies can share their members' personal information, the reasons that Verve chooses to share, and whether you can limit this sharing.

Reasons we can share your personal information	Does Verve share?	Can you limit this sharing?
For our everyday business purposes – such as to process your transactions, maintain your accounts, respond to court orders and legal investigations, or report to credit bureaus	Yes	No
For our marketing purposes – to offer our products and services to you	Yes	Yes
For joint marketing with other financial companies	Yes	Yes
For our affiliates' everyday business purposes – information about your transactions and experiences	No	We don't share
For our affiliates' everyday business purposes – information about your creditworthiness	No	We don't share
For our non-affiliates to market to you	No	We don't share

What do we do?

How does Verve protect my personal information?	To protect your personal information from unauthorized access and use, we use security measures that comply with federal law. These measures include computer safeguards and secured files and buildings.
How does Verve collect my personal information?	We collect your personal information, for example, when you: <ul style="list-style-type: none"> - Show your government-issued ID or apply for financing. - Provide account information or open an account. - Show us your driver's license. We also collect your personal information from others, such as credit bureaus, affiliates or other companies.
Why can't I limit all sharing?	Federal law gives you the right to limit only: <ul style="list-style-type: none"> - Sharing for affiliates' everyday business purposes – information about your creditworthiness. - Affiliates from using your information to market to you. - Sharing for non-affiliates to market to you. State laws and individual companies may give you additional rights to limit sharing.
To limit our sharing:	Call 800.448.9228 and choose option 4. Please note: If you are a new member, we can begin sharing your information 30 days from the date we sent this notice. When you are no longer our member, we continue to share your information as described in this notice. However, you can contact us at any time to limit our sharing.

Definitions

Affiliates	Companies related by common ownership or control. They can be financial and non-financial companies. Verve, a Credit Union, has no affiliates.
Non-affiliates	Companies not related by common ownership or control. They can be financial and non-financial companies. Verve, a Credit Union, does not share with our non-affiliates so they can market to you.
Joint Marketing	A formal agreement between non-affiliated financial companies that together market financial products or services to you. Verve, a Credit Union, doesn't jointly market.

Protecting Children

Verve, a Credit Union, recognizes that protecting children's identities and privacy online is important and that the responsibility rests with both the online industry and the parents. The Credit Union does not collect any personal information on children through its website, but does offer online links through the website to various child-oriented sites. We encourage parents and guardians to monitor children under 13 when the children are online and to participate in any interactive activities offered on the website. Please be advised that any site-collecting information from children under the age of 13 must conform to the Children's Online Privacy Protection Act of 1998 (COPPA). Please visit the privacy link on the student site for more information.

Effective Date: June 1, 2019

Questions? Call toll-free 800.448.9228.

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