

WHAT YOU NEED TO KNOW ABOUT BEING A PART OF VERVE.

South Central Bank will officially become Verve on January 11, 2020.

We anticipate a smooth transition and are making every attempt to minimize interruption of service to our members. Our team will be working hard to bring you new and improved systems. Here are a few important things to note about this transition:

WHAT'S THE DIFFERENCE BETWEEN A BANK AND A CREDIT UNION?

Like banks, credit unions offer products and services to help people and businesses manage their finances, such as checking and savings accounts, credit cards, loans, mortgages, and more.

A credit union is a not-for-profit financial cooperative, which means all money and resources are pooled. For example, money that you deposit at a credit union is pooled with other deposits to provide better rates on loans.

A few main differences:

- **A credit union is made up of members, banks have customers.** Members are the shareholders and can vote and truly have a say in what happens at a credit union.
- **Banks have an appointed board of directors.** At a credit union, board members are elected volunteers who look out for what is best for the credit union and its members.
- **Earnings are disbursed differently.** Banks and credit unions both earn money (in the form of interest or dividends), which is either paid out to stockholders (at banks) or re-invested in the credit union to offer lower loan rates and better products and services.
- **One is insured by NCUA, the other FDIC.** Banks are insured by the Federal Deposit Insurance Corporation (FDIC) and credit unions are insured by the National Credit Union Administration (NCUA), which means if they fail, deposits are insured up to \$250,000. Both are part of the United States Treasury Department.

Learn more about the similar culture and relationship-focused nature of credit unions and banks, and check out more updates at verveacu.com/southcentral.

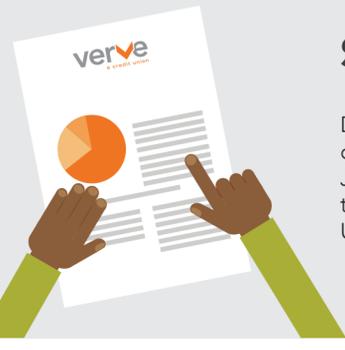


LOCATIONS

All five South Central Bank locations will now be Verve, a Credit Union, branches.

PLEASE NOTE:

To ensure we continue to meet regulatory approval, we must cover all old signage until our new ones arrive. We appreciate your patience and look forward to continuing to serve you as Verve, a Credit Union.



STATEMENTS

Due to the transition, paper statements may be slightly delayed in January. You will also receive two statements in January: one from South Central Bank for transactions prior to the official acquisition date and one from Verve, a Credit Union, for transactions after the acquisition date.

ACCOUNT NUMBERS

Account numbers will remain the same until our system integration, which is expected at a later date (expected in 2021).

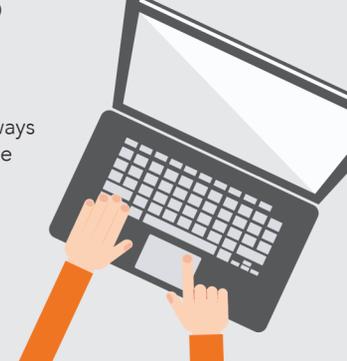
We will work to minimize any changes made to accounts. We understand that this type of change may cause disruption, and we are committed to make any transition as smooth as possible, so you experience no hiccups in accessing your accounts.

ONLINE BANKING, MOBILE APP AND MOBILE DEPOSIT

You will continue to log in to online banking the same way you always have, but will **access it at verveacu.com/southcentral**. The mobile app and mobile deposit will continue to work as it has in the past.

NOTE: CREDIT CARD HOLDERS

If you previously had a credit card through South Central Bank, you will need to enroll in Verve's online banking. Please see the following page for more information.



HOW TO ENROLL IN ONLINE BANKING

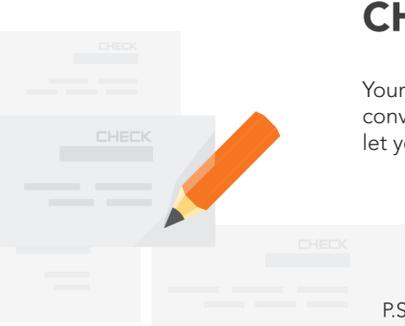
SOUTH CENTRAL BANK CREDIT CARD HOLDERS ONLY

Call **800.448.9228** and select option 4 to sign up for online banking.

Please note: the first time you call, we will need to ask you to confirm your Social Security number and date of birth to make sure it's really you. Then we'll set up a code word you can use each time you call us.

After calling us, you can visit verveacu.com/login/#newuser to log in to online banking.

- Your initial username is your Verve account number.
- Your initial password is the last four digits of the primary account holder's Social Security number. Please change your password after the first time you log in to your new online banking account.



CHECKS

Your existing checks **will work** during and after the conversion. When our systems merge at a later date, we will let you know of any changes to your account number(s).

**RUNNING LOW ON CHECKS?
ORDER MORE AT
verveacu.com/southcentral**

P.S. Any new checks you order will include the Verve logo but will have the same account number at this time.



I-CAPTURESM REMOTE DEPOSIT

I-Capture **will work** as it has in the past, allowing businesses to scan checks electronically from their offices and deposit the funds directly into their accounts.

BILL PAY

You will continue to use bill pay as you have in the past. Beginning Saturday, January 11, you'll see the Verve logo when you log in.



POSITIVE PAY

COMMERCIAL ACCOUNTS ONLY

Positive Pay, which helps prevent fraud, will continue to work as it has in the past.



eALERTS + eNOTICES

Sign up for eAlerts and eNotices in online banking.

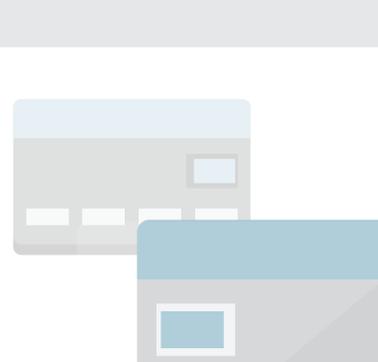
DEBIT CARDS

Your debit card **will work** as it has in the past.

If your card is lost, stolen, damaged or expired, you will be reissued a Verve debit card.

Want a Verve card before your current card expires?

Stop into any Verve branch in the Chicago area, or call **312.491.7000** to request a new one.



TRANSFERS

All automatic transfers between savings, checking and loan accounts at South Central Bank or another financial will continue to work as they have in the past. To set up a new transfer beginning January 11, contact a team member at **312.491.7000** (the same number as before).

QUESTIONS? CONCERNS?

verveacu.com/southcentral