

MoneyClips

A QUARTERLY PUBLICATION FOR THE MEMBERS OF GREENVILLE FEDERAL CREDIT UNION Winter 2020

IMPORTANT DATES:

- Jan. 1 New Years Day, credit union closed
- Jan. 21 MLK Day, credit union closed
- Feb. 18 Presidents Day, credit union closed
- Mar. 2 Core System Conversion Day
- Mar. 26 Annual Meeting, credit union closes at 3 pm

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CORE SYSTEM CONVERSION



March 2, 2020
New Online Banking!
New Mobile App!
Better Everything!

Major improvements are coming to your Greenville Federal Credit Union banking experience. Learn more: www.greenvillefcu.com/core-conversion-2020



Our community-based charter allows anyone who lives, works, worships, or attends school in Greenville County to join.

Join and prosper.®



President's column.

Core System Conversion Update.

In keeping our commitment to providing you efficient and advanced banking services, we are upgrading our core system the last weekend in February. The credit union will officially switch to its new system on March 2, 2020. A core system conversion is one of the most complex projects a financial institution can undertake and requires careful planning to lay the groundwork for a successful transition. We can assure you that our team is working diligently to minimize confusion or unforeseen circumstances during conversion. Additionally, we have increased staff and reallocated resources to better serve our members immediately before and after the conversion.

With the new core system, you will experience a wide range of benefits including better integration of the credit union's services both online and within our mobile app, more functionality and personalized features to manage your money, and improved efficiency in our services. Overall, the new system will provide a better experience with greater security, convenience and value.

We ask that you pay special attention to all communications we send out over the next few weeks as we will share up-to-date information and instructions to ensure a smooth transition. Below are key dates showing the availability of services leading up to and during our core system conversion weekend.

Key Dates: Core System Conversion Week, Monday, February 24 through Monday, March 2

- Access to Online Bill Pay will be unavailable starting Monday, February 24 until Monday, March 2. There will be no interruption to previously scheduled bill payments.
- Your debit and credit card purchases will process as usual, and you will have ATM access.

- Starting Wednesday, February 26, balance inquiries on Online and Mobile Banking, Phone Branch or at ATMs may not reflect the most current transactions. Courtesy Pay will remain in effect. Balances will be updated by Monday, March 2 at 12:00 pm.
- Online and Mobile Banking and Phone Branch will be unavailable after close of business, 6:00 pm, on Friday, February 28 through 12:00 pm on Monday, March 2. All three are being upgraded and will require re-enrollment and setup. Instructions will be provided closer to conversion.
- The credit union will open at 12:00 pm on Monday, March 2.

How to Prepare:

- Review and schedule any online bill payments and transfers before Monday, February 24.
- Plan ahead to access your accounts and review your balances before Wednesday, February 26.
- Keep an eye out for communications regarding the conversion to come via email and regular postal service, on our website and social media, and through Online Banking.

For more details, please visit:

www.greenvillefcu.com/core-conversion-2020 to learn more about how the conversion may affect you. As always, we want to hear from you and encourage any questions you might have. Please feel free to contact us at **800.336.6309**.

We appreciate your loyalty as we work to improve our systems and your banking experience. Thank you in advance for your patience!

Paul Hughes
President, Greenville Federal Credit Union

Plan Ahead

- Review and schedule any online bill payments and transfers before Monday, February 24.
- Plan ahead to access your accounts and review your balances before Wednesday, February 26.
- Keep an eye out for communications regarding the conversion to come via email and regular postal service, on our website and social media, and through Online Banking.

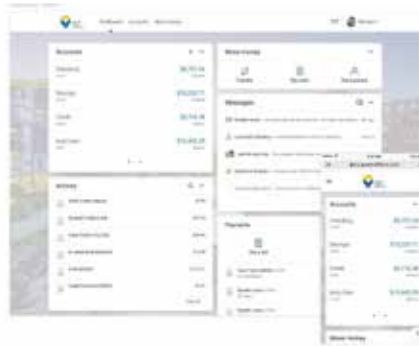
If you have any questions or concerns, please contact us at **800.336.6309**

Or visit www.greenvillefcu.com/core-conversion-2020

Key information to remember.

Conversion Weekend

- Debit and Credit Cards **will** continue to work as usual.
- ATMs **will** be available. (Balance inquiry **may not** reflect all transactions from 2/26 - 3/2).
- All branches and the Contact Center **will be closed** as usual on the weekend, but will open at **12:00 pm** on Monday, March 2.
- Online and Mobile Banking **will not** be available after 6:00 pm EST on Friday, February, 28 through Monday, March 2.
- PhoneBranch **will not** be available after 6:00 pm EST on Friday, February, 28 through Monday, March 2.



Expect some things to look different.

As you probably expect with any conversion, some things will look different. Your statement will have a new appearance, and Online Banking and Mobile Banking will have a completely new and user friendly look and feel. Online Bill Pay will also have a new interface.

Conversion Weekend	Friday February 28, 2020	Saturday February 29, 2020	Sunday March 1, 2020	Monday March 2, 2020
Branch Hours	Normal Hours	Closed	Closed	Branches open at 12:00 pm
Online Banking	Available*	Unavailable	Unavailable	Available***
Mobile Banking	Available*	Unavailable	Unavailable	Available***
Mobile Check Deposit	Available until 2:00 pm	Unavailable	Unavailable	Available***
Debit Cards	No interruption in service.	No interruption in service.	No interruption in service.	No interruption in service.
Credit Cards	No interruption in service.	No interruption in service.	No interruption in service.	No interruption in service.
Night Drop	Available**	Available**	Available**	Available
PhoneBranch	Available*	Unavailable	Unavailable	Available***
→ Online Bill Pay† <small>Online Bill Pay will be unavailable starting Monday, February 24.</small>	Unavailable	Unavailable	Unavailable	Available***
ATMs	Available	Available	Available	Available
Direct Deposit & Loan Payment Processing	No interruption in service.	No interruption in service.	No interruption in service.	No interruption in service.
Automatic ACH Payments or Transfers	No interruption in service.	No interruption in service.	No interruption in service.	No interruption in service.
Scheduled NetBranch Transfer	Available*	No interruption to scheduled transfers.	No interruption to scheduled transfers.	Available***
Online Loan & Membership Applications	Available	Available	Available	Available

*Available until 6:00 pm EST **Processed on Monday, March 2 ***Available at 12:00 pm EST

†Online Bill Pay will be unavailable starting Monday, February 24. There will be no interruption to previously scheduled payments.

For more information visit our website: www.greenvillefcu.com/core-conversion-2020

Core System Conversion FAQs

Q. What is a “core system”?

The core data processing system is the software and supporting hardware that Greenville Federal Credit Union uses to maintain members’ deposit and loan accounts, process transactions, and support services such as debit cards and online banking.

Q. How does this core system conversion benefit me?

As a result of the core conversion, the credit union will be able to provide:

- A more convenient and streamlined online and mobile banking experience
- Enhanced account access with additional security measures and controls
- More personalized account features and functionality to better manage your money
- Improved efficiencies in service online, on the phone and in the branch

Q. Is my personal and financial information safe and secure?

Yes. The safekeeping of your account and personal information is the credit union’s top priority. Personal data and account information will be safe and secure throughout the entire conversion process.

Q. Will my statements have a new look?

Yes. Statements will be new and improved.

Q. Will my statements be delayed due to the conversion?

No. February statements (paper or electronic) will arrive within the normal delivery time frame. Going forward, monthly statements will post and deliver on the last day of each month, rather than the first day of the following month.

A note about Dividend Postings: You will receive a dividend on February 29 which is conversion weekend and one on March 31. Going forward, dividends will be posted on the last day of each dividend period.

Q. Will branch hours be affected during the conversion period?

Yes. All Greenville Federal Credit Union branches will open at 12:00 pm on Monday, March 2.

Q. Will my account number change?

No.

Q. Will my debit and credit cards work during conversion?

Yes. Debit and credit card purchases will process as normal, and you will have ATM access.

A note regarding Debit Card Balance Inquiries: Starting on Wednesday, February 26, balance inquiries may not reflect all transactions until Monday, March 2. Spending from debit accounts should be tracked carefully to avoid overdraft. Courtesy Pay will remain in effect.

Q. Will I be able to use the ATM?

Yes. Our ATMs will be available for use.

A note regarding Debit Card Balance Inquiries: Starting on Wednesday, February 26, balance inquiries may not reflect all transactions until Monday, March 2. Spending from debit accounts should be tracked carefully to avoid overdraft. Courtesy Pay will remain in effect.

Q. Will I be able to access Online or Mobile Banking during conversion?

No. Online and Mobile Banking will be unavailable from 6:00 pm on Friday, February 28 until the new online banking platform goes live on Monday, March 2.

A note about the new Online and Mobile Banking apps: Instructions on how to log in to the new online banking system and set up new credentials will be provided. Users will also need to download and enroll in the new mobile banking app using their updated online credentials.

Q. Will I be able to access Online Bill Pay?

No. Online Bill Pay will be unavailable starting on Monday, February 24. Any scheduled bill payments set up prior to Monday, February 24 will be processed as normal. After the conversion, users will need to enroll and set up payees, dates, and amounts in the new Online Bill Pay system.

Q. Will I be able to access PhoneBranch (telephone banking)?

No. PhoneBranch will be unavailable starting at 6:00 pm on Friday, February 28. Service will resume on Monday, March 2 at 12:00 pm with a new menu structure. Users will be prompted to re-enroll the first time they use the new system.

A note regarding Balance Inquiries: Starting on Wednesday, February 26, balance inquiries may not reflect all transactions until Monday, March 2. Spending from debit accounts should be tracked carefully to avoid overdraft. Courtesy Pay will remain in effect.

Q. What should I do if I have questions?

If you have questions, please visit www.greenvillefcu.com/core-conversion-2020 or call **800-336-6309**.

Follow us on social for updates, tips, and information regarding the core system conversion.

@greenvillefcu



Annual Meeting set for March 26, at the Hilton Greenville at Orchard Park.

All credit union members are invited to attend our 2020 Annual Meeting on **Thursday, March 26, at 4 pm** to vote for board members. Join us **at the Hilton Greenville Hotel** for a review of 2019 and to hear updates from the Board of Directors and President Paul Hughes. Plus enjoy refreshments, gifts, and door prizes. **The credit union will close at 3:00 pm** to allow all members to attend. We look forward to seeing you there!

- March 26, 2020 at 4 pm
- Hilton Greenville Hotel
45 W. Orchard Park Drive



Reminder: The credit union will close at 3 pm on Thursday, March 26 for the Annual Meeting.

WITHHOLDING NOTICE

Payments from your IRA are subject to federal income tax withholding, unless you elect no withholding. You may change your withholding election at any time prior to your receipt of a payment. To change your withholding election, complete the appropriate form provided by your financial institution. Withholding from IRA payments, when combined with other withholding, MAY relieve you from payment of estimated income taxes. However, your withholding election does not affect the amount of income tax you pay. You may incur penalties under the estimated tax rules if your withholding and estimated tax payments are insufficient.

Visa Access: The credit builder.

The credit builder.

Greenville Federal Credit Union's all new Visa Access credit card helps you build your credit for a path to better financial opportunity. Whether your future includes purchasing a car or home, or traveling the world, your journey begins by establishing good credit with a great card and low annual fee. Learn more at www.greenvillefcu.com/access

The advertisement features a background image of hikers on a rocky trail. At the top, the text "VISA ACCESS" is displayed in large white letters on a dark blue background. To the right, the Visa logo is shown with the tagline "everywhere you want to be". In the foreground, a Visa Access credit card is displayed. The card is blue and green, with the word "ACCESS" at the top. It features a chip, a card number, an expiration date, and the name "CARDHOLDER NAME". The Greenville Federal Credit Union logo is visible in the top right corner of the card. At the bottom left of the image, the text "On the right path." is written in white.

Over 5,700 food items collected to support local children in need.

Credit union employees collect more than 5,700 food items to support local children in need during the holidays.

For many years, Greenville Federal Credit Union has partnered with Communities In Schools (CIS) of Greenville to make Christmas wishes come true for local children in need.

CIS of Greenville is a non-profit agency that provides school-based services to more than 450 at-risk children and their families in 10 Greenville County Schools. These students typically rely on free and reduced breakfast and lunch at school for daily nutrition.

This year Greenville Federal Credit Union employees decided to support CIS of Greenville by collecting non-perishable food supplies for the students and families in the CIS programs to ensure they will have adequate food during the two-week holiday break.

Throughout the month of November, the credit union's 90+ employees competed on teams to see which team could collect the most food items for donation. In total the credit union collected 5,787 items, providing enough supplies to fill 50 food bags for CIS students, plus a large number of boxed cooking supplies for parents graduating from the CIS Strengthening Families Program.

"Communities In Schools of Greenville is thrilled to receive this donation of food items from Greenville Federal Credit Union employees," said Amy Clifton Keely, CIS Director of Training &

Technical Assistance. "We often take it for granted that there are always snacks in our cabinets and meals on the table during the holidays and over school breaks, yet many families rely on school breakfasts, lunches, and afterschool snacks to feed their children. When the children are home for long breaks, many families simply cannot afford the extra grocery and meal costs. This wonderful donation will benefit at least 75 Upstate families who need support to feed their children over the holidays and school breaks."

Additionally, credit union employees sponsored several local children through the CIS Wish List Program. Through this program, sponsors "adopt" a child or multiple children and provide gifts of clothing, toys, books, etc. For many children, these gifts are the only gifts they wake up to on Christmas morning. Credit union employees worked together to shop for clothing and toys for the sponsored children to open on Christmas Day.

This is just one more way the credit union gives back to the community. "Greenville Federal Credit Union is honored to be able to continue our partnership with Communities In Schools and support children in need this Christmas," said Paul Hughes, President and CEO of Greenville Federal Credit Union. "I'm proud that the credit union and our employees give so generously to make our community better."



Credit Union partners with Greenville News to launch "Community Heroes Greenville."

In October 2019, The Greenville News kicked off their "Community Heroes Greenville" as a way of spotlighting the generous, noble, and unselfish work of those among us who work tirelessly — often behind the scenes — to make our community a better place. The credit union is pleased to partner with The Greenville News on an initiative that aligns so closely with its Core Values, and looks forward to recognizing individuals who give their time and resources to make the Greenville community better. Each "Hero" will be profiled in The Greenville News and will be recognized at a County Council meeting.

Each month nominations will be collected for candidates that work in health care, public safety, education, the military, nonprofit agencies and the business world, the religious sector, entertainment, or athletics. They can be a student or a young child or a retiree, etc. The selected "Hero" will be profiled in The Greenville News and recognized at a County Council meeting. If you know of someone that should be recognized feel free to nominate them by sending an email to communityheroes@greenvillenews.com. In your nomination, please explain why the person you are recommending is a community hero. Include what category they should be recognized for, and your contact information.



October Community Hero - Nika White

Nika White is living out her dream. Now she makes others' dreams come true.

For decades, Nika has spread hope within the Greenville community. She said it's something so many people are looking for and it causes them to continue to dream. A year ago Nika and her husband Carlo decided to move the community forward again by giving back through a foundation, that, in part, supports small businesses. The movement of the Carlo and Nika White Foundation revolves around three impact areas: education, edification, and economic development. Since its start, the Whites have awarded six grants — totaling \$20,000 — through their foundation.

November Community Hero - Jennifer Jones

Jennifer Jones helps teens heal family scars with 'Beauty Marks'

What can be perceived as a scar — having a parent in prison — has the potential of being a beauty mark. Jennifer Jones reached that conclusion through her experience with her mother, whose drug addiction led to her serving four years in county jail. Jones spent much of that time in her teen years feeling alone and abandoned. She struggled with depression and low self-esteem. But a background rooted in faith and a community built on faith-minded people helped her heal. That's what she hopes to achieve with Beauty Marks for Girls, a nonprofit leadership program designed to empower young girls whose mothers are in prison. Beauty Marks is for girls ages 12 to 18. Five girls are now in the Beauty Marks program.

December Community Hero - Will Snipes

Blue Ridge teacher Will Snipes invests in students through mentoring.

Ask anybody in Blue Ridge or Travelers Rest about Will Snipes. Chances are good that they either know him personally or they know someone who has been affected by him. Those who do know Snipes said he's been making the community a better place for them and countless others since he started youth Bible study sessions in 2005.

For Snipes, his life isn't what he pictured it would be when he came to Greenville from Irmo to attend Furman University. The history major decided to become an educator after volunteering at an elementary school with a program at Furman.

He leads evening, off-campus Bible studies in the Blue Ridge and Travelers Rest areas. There are sessions for boys eighth through 12th, with sessions separated by grade levels. The meetings are often in the homes of the teens, with dinner provided by the teens' families.

Snipes said his goal is to help the teens grow as individuals into good, moral upstanding people that love the Lord and give back to others.

Loan Rate Schedule

Effective January 1, 2020

		APR ¹
Visa	Signature ¹¹ (quarterly variable)	13.49%
	Platinum	8.99% or 13.90%
	Access	17.99%
Personal Line of Credit ²		17.99%
Personal Loan	as low as	8.49%
Share Secured ³	Quarterly variable	3.50%
Certificate Secured ⁴	3% over Index (consult certificate rates)	
New Vehicle ⁵ (less than two years old and less than 30,000 miles)	36 months or less as low as	2.74%
	48 months or less as low as	2.99%
	60 months or less as low as	3.24%
	72 months or less as low as	3.49%
	84 months or less as low as	3.99%
Used Vehicle (more than two years old and more than 30,000 miles) or New Motorcycle or New or Used RV, Boat, Trailer, etc. ⁶	48 months or less as low as	3.99%
	60 months or less as low as	4.24%
	72 months or less as low as	4.99%
	84 months or less as low as	5.99%
Home Equity Line of Credit ⁷ (as low as)	80% or less loan to value	4.75%
	90% or less loan to value	5.75%
	> 90% loan to value as low as	6.75%
Second Mortgage ⁸	as low as (contact for more details)	4.99%
Mobile Home ⁹	75% loan to value as low as	7.24%
Unimproved Property	2YR-ARM as low as	6.25%
	5/1-ARM as low as	7.00%
Mortgages ¹⁰ (Rates include Jumbo loans)	2YR-ARM as low as	3.000%
	5/1-ARM as low as	3.375%
Investment/ Rental Property	2YR-ARM as low as	5.50%
	5/1-ARM as low as	6.25%

Other Mortgage Options: Fixed Rates, Primary Residence, Secondary Residence

¹Annual Percentage Rate (APR) is subject to credit approval and can change without notice. ²Personal loan margin will be determined based upon a combination of credit scores provided through Equifax, Inc. The quarterly Index will be the Wall Street Journal's published prime rate as of the 15th day of December, March, June, and September and any subsequent rate change will occur on the first of the following months. The minimum Index value used will be 5.99%. ³The Index each quarter is based upon the highest dividend rate paid on regular shares rounded up to the next even quarter percent. The minimum Index value used will be 2%. ⁴Certificate loans use the certificate dividend rate rounded up to the next even quarter percent as the Index. The minimum Index value used will be 2%. ^{5,6}Our definition of New and Used vehicles expands your financing opportunities; please contact a Loan Officer for details. Your rate will be determined using a combination of credit scores provided through Equifax, Inc. ^{7,8,9}Real property must be located in the state of South Carolina. Your rate will be determined by the original term of the loan and/or original loan-to-value percentage. ¹⁰Mobile home must be located in the state of South Carolina. Your rate will be determined by the original term of the loan and original loan-to-value. Other restrictions apply based upon the specific loan type requested. ¹¹The Annual Percentage Rate can change on a quarterly basis. The rate is determined by using an independent Index—the Wall Street Journal Prime Rate (when a range of rates has been published, the highest rate will be used)—rounded up to the next even quarter percent, and to the Index is added a margin of 7.99% points. The Index used will be the Prime Rate as of the 15th day of January, April, July, and October, and your rate can change with each monthly statement cut-off in March, June, September, and December.



Savings Rate Schedule

Effective January 1, 2020

	Rate	APY [*]
Regular Share Savings		
<\$1,999.99	0.05%	0.05%
\$2,000 and up	0.10%	0.10%
Holiday Club Savings	0.05%	0.05%
Regular Share Checking	0.05%	0.05%
Yield-Plus Savings – \$2,000 Minimum Deposit		
< \$2,000 Below Minimum	0.05%	0.05%
>=\$2,000 to \$24,999.99	0.50%	0.50%
>=\$25,000 to \$49,999.99	0.60%	0.60%
>=\$50,000 to \$74,999.99	1.00%	1.00%
> \$75,000	1.25%	1.26%
Yield-Plus Checking – \$2,000 Minimum Deposit		
< \$2,000 Below Minimum	0.05%	0.05%
>=\$2,000.00 to \$9,999.99	0.50%	0.50%
>=\$10,000.00 to \$24,999.99	0.55%	0.55%
>=\$25,000 to \$49,999.99	0.60%	0.60%
>=\$50,000 to \$74,999.99	0.75%	0.75%
> \$75,000	1.10%	1.11%
Share Term Certificates (CDs) – \$500 Minimum Deposit		
30 month Step Up	1.55%	1.56%
91 day	0.55%	0.55%
6 month	0.75%	0.75%
12 month	1.10%	1.11%
18 month	1.25%	1.26%
24 month	1.50%	1.51%
30 month	1.60%	1.61%
36 month	1.75%	1.76%
48 month	1.85%	1.86%
60 month	2.00%	2.02%
Share IRAs – Traditional And ROTH		
30 month Step Up	1.55%	1.56%
Variable Rate	0.75%	0.75%
Fixed Rates		
12 month	1.10%	1.11%
18 month	1.25%	1.26%
24 month	1.50%	1.51%
30 month	1.60%	1.61%
36 month	1.75%	1.76%
48 month	1.85%	1.86%
60 month	2.00%	2.02%

*Annual percentage yields. All rates are subject to change without notice. For complete account terms and conditions, call or write to: Greenville Federal Credit Union, 1501 Wade Hampton Blvd., Greenville, SC 29609, (864) 235-6309 or (800) 336-6309.

For branch hours and locations visit
www.greenvillefcu.com or call 800.336.6309.

PhoneBranch

864.271.4391
800.223.6361

Phone-A-Loan

864.241.6233
800.429.4538

Board Of Directors

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