

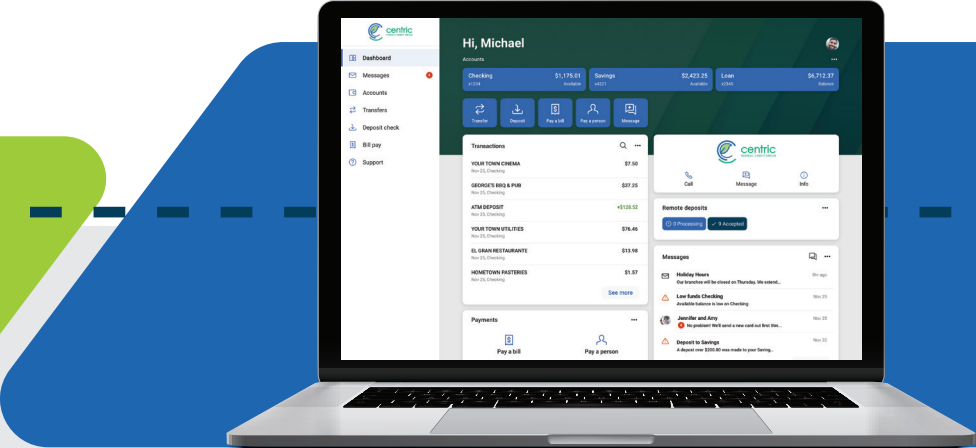


New & Improved



Big Improvements are On the Way!

CENTRIC IS IN THE PROCESS OF MAKING IMPORTANT SYSTEM UPGRADES IN ORDER TO BETTER SERVE MEMBERS LIKE YOU!



WHAT DO I NEED TO KNOW BEFORE THE UPGRADE?

Ensure you know your member number as this will be incredibly helpful when you create new login credentials. You may view your **member number** inside the MyCentric Mobile app or contact us at (318) 340-9656.

WHEN ARE THE DOWNTIMES?

The upgrade will take place at 5:00 PM on Friday, February 28, 2025. You will be unable to access Online Banking and Mobile Banking over the weekend. The upgraded versions of Online Banking and Mobile Banking are estimated to be available beginning at 12:00 PM on Monday, March 3, 2025. Debit and Credit cards will work as usual over the weekend.

Zelle® will not be available after 5:00 PM on Thursday, February 27 but will resume on Tuesday, March 4, 2025.

Shared Branching will not be available after 3:00 PM on Friday, February 28 but will resume on Tuesday, March 4, 2025.

WILL THE CENTERS BE CLOSED?

Centers will close at 5 PM on Friday, February 28, 2025 and re-open on Tuesday, March 4, 2025. Stay updated on any schedule changes by connecting with us on social media and visiting www.MyCentric.org.

WILL I NEED TO RE-ENROLL IN ANY EXISTING SERVICES?

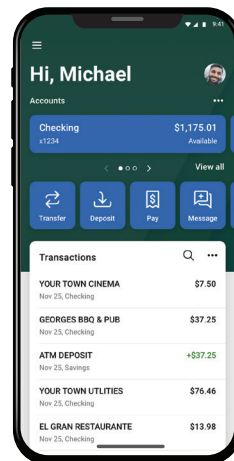
Yes, you will need to download the new mobile app, Centric CU and re-enroll in online banking and Zelle™ beginning on Tuesday, March 4, 2025. You will need to create new login credentials and follow steps to enroll.

WHAT IS NEW FOR MEMBERS?

- New and improved digital experience
- Many new financial management tools
- Seamless communication within the mobile app
- Credit monitoring
- Budgeting tools and many other additional functions

WHAT WILL REMAIN THE SAME?

- Member number
- Checks
- Debit cards and PINs
- Account nicknames
- Credit cards
- Loan information
- iPay Profiles



IS THERE ANYTHING I NEED TO DO ON THE OLD SYSTEM BEFORE THE SWITCH?

Please ensure all your contact information is correct.

If you wish to save your statement history over three years (3) old, please consider saving prior to the upgrade. We encourage you to think ahead and plan accordingly for what you will need over the weekend after close of business on Friday, February 28, 2025 until re-open on Tuesday, March 4, 2025.

WHAT DO I NEED TO DO AFTER THE UPGRADE?

You will need to download the new mobile app on Tuesday, March 4, 2025 (simply search for "MyCentric" in the App Store or Google Play), CentricCU and re-enroll in online banking and Zelle™. You will need to create new login credentials and follow steps to enroll. If you have bookmarked the prior Centric Online Banking URL in your web browser, you will need to access the new online banking system at MyCentric.org and bookmark the new URL.

FOR CENTRIC BUSINESS PARTNERS

WHO WILL BENEFIT FROM THE NEW TECHNOLOGY UPGRADES?

Small Business Owners

- Moving away from their retail accounts for the first time
- Typically log in once or twice a week
- Need basic access without extensive management features

Medium-Sized Businesses

- Require advanced features like user management for staff
- Need ACH transfer capabilities for smoother transactions
- Benefit from more scalable, customizable options in the platform

This platform is scalable and adaptable to various business profiles, providing tailored features for different business sizes.

FEATURES

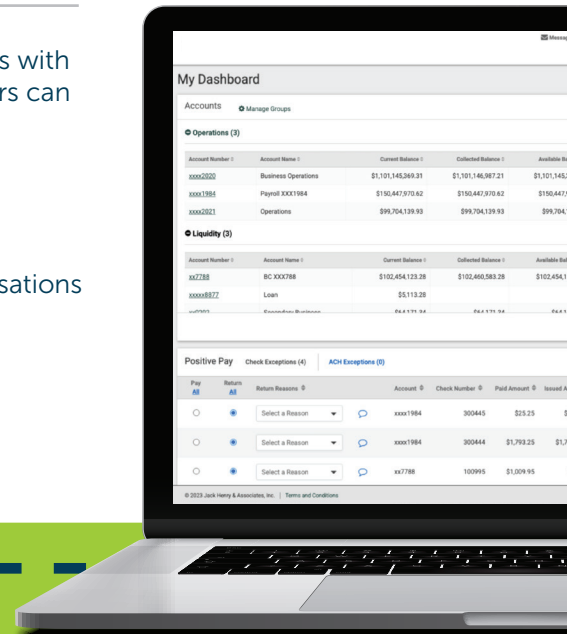
Autobooks is a QuickBooks alternative focused on payment processing, conveniently integrated within digital banking. It helps keep your business clients' cash flow within your financial institution instead of third-party platforms like Stripe, Square, or QuickBooks. Plus, you can add functionality to enhance the experience as your business needs grow.

INTRODUCING TREASURY MANAGEMENT

Explore the perfect suite of cash management tools with Treasury management at Centric. Business members can experience things like:

- ACH Payments
- Positive Pay
- Setup and deploy wire requests

Discuss everyday questions through secure conversations accessible through member authentication.



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