

**WELCOME
TO THE**



FAMILY!

WELCOME

Caro offers Real Solutions for Real People. Our vision is simple. At Caro, we are focused on changing people's lives with creative problem-solving solutions to the financial challenges life throws at you, both simple and complex. We give you the tools you need to succeed, help you achieve your goals, and work together on a plan that is easy to follow. Caro treats every person with equal importance.

As we welcome you to our Caro family, we are committed to maintaining high-quality service for all members and extending all of our services to you, the newest members of our Caro family.

While we have completed several phases of the process, all of our services and your new debit card (if applicable) will be available on October 3, 2022.

Beginning September 30 at 4:30pm, we will convert St. Francis's existing systems to Caro's systems.

On October 3, 2022, all Caro services should be available for our St. Francis members.

Here are a few of the new Smart Financial products and services you will have the opportunity to take advantage of:

- Kasasa Cash Back® checking accounts where you can earn up to \$8.00 per month or higher dividends;
- New Mastercard® Debit Card with the option to select your personalized PIN;
- Enhanced digital services through the new online banking and mobile app such as card controls, credit monitoring, scheduled transfers, alerts, and ACH origination;
- Mortgage loans and Home Equity Lines of Credit;
- Business Accounts and Loans;
- 24/7 live call center;
- Service center access to over 5,600 branch locations in the USA; and
- Free financial wellness resources.

Our goal is to make this transition as smooth as possible. This information is designed to highlight upcoming changes and steps for a smooth transition. For a quick glance please refer to the calendar on the next page with added details following.

Once again, welcome to our Caro family. We look forward to serving you and your family for years to come.



ANNE SHIVERS, CEO
Caro Federal Credit Union
anne@smartcaro.org • 803.227.5555

QUESTIONS & ANSWERS

GENERAL INFORMATION

CONVERSION CALENDAR

BY 09/25/2022	Bill-Pay Users	Download your Payees info.
BY 09/29/2022	Debit Card Holders	Activate and select PIN for your new Caro debit card.
BY 09/29/2022 AT 4:30 PM	Online Banking/ App Users	Retrieve your eStatements. Retrieve check copies. Print or save your September account history. Retrieve information for the transfers showing on online banking, if you wish to continue them.
09/30/2022 AT 4:30 PM	All Members	Online and app access will cease.
09/30/2022 AT MIDNIGHT	Debit Card Users	Please stop utilizing your St. Francis debit card.
10/01/2022 AT 12:01 AM	Debit Card Users	Your new Caro debit card will be active.
10/03/2022 AT 8:00 AM	All Members	The Branch at 121 Sumner will be open for business.
ON OR AFTER 10/03/2022	All Members	Please register for online banking at smartcaro.org . Click to sign up for eDocuments, eStatements eNotices, transfers, alerts, Bill Payment, Mobile Deposit, and your free Credit Score. Your new member number will be needed when signing into our online or mobile services.

1. WHEN WILL THE CONVERSION TAKE PLACE?

The conversion will begin after closing at 4:30 pm EST on Friday 09/30/2022 and will continue until right before opening on Monday 10/03/2022 at 8:00 am EST.

2. WILL I HAVE ACCESS TO MY ACCOUNT INFORMATION DURING THE CONVERSION WINDOW?

During the conversion, you will not have access to any of your account information. All the systems will be down while your account information is migrated and checked for accuracy.

During this time, you will be able to utilize your new Caro Federal Credit Union debit card. Your card limits will be set at \$505.00 for ATM withdrawals and \$2,500.00 for POS and online purchases.

Beginning October 1, Caro will no longer place holds on your account for pending debit card transactions. As always, please keep track of your balance and any pending debit card transactions.

During the conversion window, there is no access to your account balance and history. Log into St. Francis online banking before 4:30 pm on 09/30/2022 to view your available balance.

3. WILL MY MEMBERSHIP/MAIN SAVINGS ACCOUNT NUMBER CHANGE?

Yes, your new savings account number will become a total of 7 digits; starting with an '8,' followed by zeros, and ending with your current account number. Your new member number will be needed when signing into our online or mobile services.

EXAMPLE:

If your member number was **1234**,
it will change to **8001234**.

4. WILL THE ROUTING/ABA NUMBER CHANGE?

Yes, the new routing/ABA number will change to 253978824 to identify Caro Federal Credit Union. However, transactions with St Francis routing number and account number will continue to post to your account.

5. WILL I NEED TO CHANGE MY DIRECT DEPOSIT AND OTHER CREDITS OR DEBITS THAT ARE CURRENTLY POSTING TO MY ACCOUNT?

No, existing transactions clearing your account currently associated with St. Francis Federal Credit Union routing and account number will continue to post as usual.

New debits and/or credits will require the new information listed above (routing and account number).

Your new debit card has a new number. Please update your card number on any debit card transactions effective October 1, 2022.

QUESTIONS & ANSWERS

GENERAL INFORMATION

6. DO I NEED TO CHANGE MY DEBIT CARD NUMBER ON ANY SCHEDULED TRANSACTIONS?

Yes. Your new debit card has a new number. Please update your card number on any debit card transactions effective October 1, 2022.

7. WILL THE SUFFIXES ASSOCIATED WITH MY ACCOUNTS AND LOANS CHANGE?

Yes. Below is a table showing the new suffix numbers.

For any deposits and/or payments via mail, please update the account number and suffix to the new account number and suffix to avoid confusion and errors.

ST. FRANCIS ACCOUNT	ST. FRANCIS SUFFIX	CARO NEW ACCOUNT	CARO NEW SUFFIX
Primary Savings	0	Membership Savings	1
Preferred Checking	71-75	Kasasa Cash Back® Checking	10-14
Premium Checking	71-75	Kasasa Cash® Checking	10-14
Prime Checking	71-75	Kasasa Cash® Checking	10-14
Basic Checking	71-75	Stress-Free Checking	10-14
Christmas Club	60	Christmas Club	51
Vacation Club	50	Select Savings	52
Special Savings	51-59	Select Savings	52
Certificate of Deposits	81-89	Certificates	70-79
Loan	1-20	Loan	101 and up

To find out your exact suffix(es), please register online and access your account on Caro digital services (online banking or the app) on or after 10/03/2022.

8. I HAVE SPECIAL NAMES FOR MY ACCOUNTS, WILL THOSE CARRY OVER?

We are planning to carry over the names that will be showing on online banking as of 09/30/2022 for each of your account suffixes. Please register for online banking on or after 10/03/2022, to ensure the names are transferred correctly. Members can edit these account names through our online and mobile app.

9. WILL THERE BE NEW MAILING INFORMATION?

You can continue to mail us at:

Caro Federal Credit Union
St. Francis Branch
121 Sumner Street
Greenville, SC 29601

Main Office Mailing Address:

Caro Federal Credit Union
4480 Rosewood Dr.
Columbia, SC 29209

QUESTIONS & ANSWERS

GENERAL INFORMATION

10. HOW DO I FIND OUT MORE INFORMATION ABOUT FINANCIAL WELLNESS VIA GREENPATH?

Caro has partnered with GreenPath Inc., to offer free debt counseling that is personalized and tailored to your unique situation. If you are ready to lead a financially healthy life, GreenPath can help with: Debt Counseling, Housing Services, Debt Management, Student Loan Counseling, Credit Report Review, Bankruptcy Counseling, and more. Additional free resources are also available. Please visit GreenPath Financial Wellness — Caro Federal Credit Union (smartcaro.org/greenpath-financial-wellness).

11. HOW CAN I REVIEW CARO FEDERAL CREDIT UNION DISCLOSURES AND FEES SCHEDULE?

Please review our disclosures and fee schedule on our website. At the bottom on the right, you will see the following links:

Business Disclosure
Account Disclosure
Privacy Statement
Accessibility Statement

12. HOW CAN I CONTACT THE CREDIT UNION SHOULD I NEED ASSISTANCE?

While our St. Francis branch location number will not change (864.255.1660), you may also access Caro Federal Credit Union 24/7 live call center starting on 09/30/2022 at 4:30 PM. at 803.227.5555.

13. HOW DO I FIND CARO FEDERAL CREDIT UNION ADDITIONAL CONTACT INFORMATION?

Please visit our **Contact Us** page at smartcaro.org/contact-us.

14. HOW CAN I FIND OUT MORE INFORMATION ABOUT CARO FEDERAL CREDIT UNION?

Please visit us at smartcaro.org.



QUESTIONS & ANSWERS

BILL-PAY INFORMATION

15. WILL BILL-PAY CHANGE?

Yes. We need your help with this change. We sent a separate email communication regarding the changes and the steps you need to take to continue utilizing bill-pay.

In most cases, Caro's bill-pay transactions are received by your payees the same day your Caro account is debited.

16. I DON'T HAVE BILL-PAY, CAN I SIGN UP?

Yes! From Caro Federal Credit Union online banking, please select Bill Payment to sign up for this service. Our Bill Payment service is free as long as you pay at least one payment every 30 days.

CHECKING ACCOUNT INFORMATION

17. WILL MY CHECKING ACCOUNT NUMBER/MICR CHANGE?

The number at the bottom of your checks starting with 5230 will not change.

18. DO I NEED TO ORDER NEW CHECKS?

No, your current St. Francis checks will continue to post to your account as always.

19. WILL MY ST. FRANCIS VISA® DEBIT CARD CONTINUE TO WORK?

No, you will receive a new Mastercard® debit card in the mail with Caro's information. You will not receive a PIN in the mail.

Activate your new card by October 1 and select your personalized PIN over the phone.

The new Caro debit card will work starting October 1. Please continue to use your St. Francis card until the end of day on September 30.

After you complete a transaction with your new Caro card, please destroy the St. Francis card.

20. WILL I NEED TO UPDATE MY DEBIT CARD INFORMATION WITH THE COMPANIES I HAVE SET UP FOR RECURRING ENTRIES WITH MY ST. FRANCIS CARD?

Yes, your St. Francis cards will no longer work after September 30. Please update your card number on any debit card transactions effective October 1, 2022.

QUESTIONS & ANSWERS

CHECKING ACCOUNT INFORMATION

21. HOW DO I ACTIVATE MY NEW CARO DEBIT CARD?

Once you receive your debit card, please follow the instructions on the card mailer.

Activate your new card by October 1 and select your personalized PIN over the phone.

For joint account holders on a checking account, use the primary account holder's information for identification.

22. WILL MY NEW CARO DEBIT CARD WORK DURING THE CONVERSION WEEKEND?

Yes, your new card will work, after you activate it and select your PIN.

Daily limits will be \$505.00 for ATM withdrawals and \$2,500.00 for point of sale and online purchases.

Beginning October 1, Caro will no longer place holds on your account for pending debit card transactions. As always, please keep track of your balance and any pending debit card transactions.

You will be able to choose from over a dozen new card design options!

Here are six of those options:



QUESTIONS & ANSWERS

CHECKING ACCOUNT INFORMATION

23. ARE THERE ADDED FEATURES WITH THE NEW CARO DEBIT CARD?

Yes! You will be able to set your PIN when you activate your card. You will also be able to get a new card instantly issued at the branch should you need it. Via the Caro mobile app, you have access to “Card Controls” to manage your card status and set up alerts.

24. DOES CARO OFFER COURTESY PAY FOR MY CHECKING ACCOUNT?

Yes, Caro’s courtesy pay program offers up to a \$1,000.00 limit. Checking account owners will receive a separate letter explaining Caro’s courtesy pay program.

25. WILL MY CHECKING ACCOUNT TYPE CHANGE?

Yes! Based on your current account type, your checking account will upgrade to one of the several checking accounts Caro offers.

ST. FRANCIS CHECKING TYPE

Preferred
Prime
Premium
Basic

CARO CHECKING TYPE

Kasasa Cash Back® earn up to \$8.00 per cycle
Kasasa Cash® earn up to 2.00% APY
Kasasa Cash® earn up to 2.00% APY
Stress-Free Checking

Please visit our Checking Accounts page (smartcaro.org/checking) for more information on each of the checking account types. Let us know if you would prefer a different checking account type and we will be happy to make that change.

To find out your current checking account type, please see the account name via St. Francis online banking or app.

26. WILL MY CHECKS CONTINUE TO BE HONORED?

Yes. All your St. Francis checks will continue to work.

Members can always order checks via our online banking or through a branch.

Members age 60 and over, if requested, may receive our basic check style at no cost. The shipping costs will be deducted from your member account.



**OPEN A KASASA CASH®
CHECKING ACCOUNT
AND START EARNING!**

QUESTIONS & ANSWERS

DIGITAL SERVICES AND ACCOUNT ACCESS INFORMATION

27. WILL I HAVE ACCESS TO COPIES OF CHECKS THAT CLEARED MY ACCOUNT?

No. St. Francis check copies prior to October 1 will not be available. St. Francis Federal Credit Union's online banking and app access will end on September 30 at 4:30pm. To retrieve check copies prior to conversion, please go to St. Francis' online banking prior to the cutoff time and download the checks you wish to retain. Check copies clearing October 1 and after will be available on Caro's online banking and app.

28. WILL I HAVE ACCESS TO PREVIOUS STATEMENTS?

Yes. Your statements for the last year will be loaded in the Caro Federal Credit Union online banking and mobile app under the eDocuments tab by 10/15/2022. Should you wish to retain copies of older statements, please log into St. Francis Federal Credit Union online banking prior to September 30 at 4:30 p.m. to download your eStatements.

29. I HAVE AUTOMATIC TRANSFERS SET UP VIA ST. FRANCIS APP/ONLINE BANKING. WILL THOSE CARRY OVER?

Transfers that you set up yourself within online banking will not transfer. Please log into St. Francis online banking before September 30 for the transfer details. Once you register for Caro online banking or mobile app, you will be able to set the transfers again.

Transfers set up by St. Francis staff will not show on your online account and will transfer over to Caro. No actions will be required for these staff setup transfers.

30. WILL I NEED TO REGISTER FOR CARO ONLINE BANKING?

Yes! On or after October 3, please visit smartcaro.org to access the online banking login screen. Our staff and 24/7 live call center at 803-227-5555 will be available for further assistance.

31. DOES CARO HAVE AN APP?

Yes! Caro's mobile app has all the features you will find on online banking and more! On the app, you will be able to request our mobile deposit service. Card Controls allows you to set up alerts and control your debit card. Please download the Caro app on your phone app store.

32. WILL I NEED TO SIGN UP FOR eSTATEMENTS?

Yes, once you sign up for online banking or the app, you will need to complete the eStatement sign-up to avoid fees. It is quick and easy.

QUESTIONS & ANSWERS

DIGITAL SERVICES AND ACCOUNT ACCESS INFORMATION

33. WILL I SEE MY TRANSACTION HISTORY WITHIN THE NEW APP OR ONLINE BANKING?

You will see all new transactions for October 1 and later. Transactions posted September 30 or prior will not display. You can retrieve your past transactions on your eStatement.

34. WHAT ADDED BENEFITS/FEATURES WILL BE AVAILABLE ON THE NEW ONLINE BANKING?

On Caro online banking you will have access to all the features you already have become accustomed to, as well as, enhanced secure messaging, the ability to set up various alerts to help you manage your account, Card Controls, credit score monitoring, mobile deposits, ACH origination, and much more. Please take the time to explore!

35. HOW DO I FIND OUT MORE INFORMATION ABOUT CREDIT SCORE MONITORING: CREDIT SENSE?

Credit Sense is free and will provide you with updated credit scores and analysis monthly.

Please visit Credit Sense — Caro Federal Credit Union (smartcaro.org/credit-sense).

36. WHAT ADDED CONVENIENCE DOES CARO OFFER?

In addition to everything already mentioned above, Caro offers a start-to-finish online new loan and new accounts process. We also offer a 24/7 live call center. If digital services are not for you, we also offer our automated phone system NightWatch, and over 5,000 service centers.

37. HOW CAN I FIND OUT AN ATM NEAR ME?

There are 77 no-surcharge ATM locations in Greenville and surrounding areas. To find out the nearest you, visit the link below, click on CO-OP® Network and then enter your ZIP code or address. Please visit ATM Locator — Caro Federal Credit Union (smartcaro.org/atm-locator).



YOU ARE **MORE** THAN A NUMBER.

Your story is the key
to an **affordable auto**
loan with low
payments and
flexible terms.



QUESTIONS & ANSWERS

DIGITAL SERVICES AND ACCOUNT ACCESS INFORMATION

38. HOW DO I FIND A SERVICE CENTER LOCATION NEAR ME?

Shared branches are also known as Service Centers. There are 8 shared branch locations in the Greenville area. To find out the location nearest you, please visit the link below and enter your ZIP code or address. Please visit the Locator (co-opcreditunions.org/locator).

39. WHAT IS AUTO LINK?

Find your next ride with our vehicle buying service!

Our mission is to help you save money on important decisions like buying a vehicle.

You can take a Virtual Test Drive from the comfort of your home. The Price Curve tool will tell you if each listing is fairly priced. The Find Better Price tool will search for a better deal on similar vehicles. Free CARFAX™ reports are available for many vehicles.

All auto loan members receive a free myEZ Car Care Membership to save you money on auto service and travel. And even more, auto research tools are available!

See the full list at smartcaro.org/auto-link/#AutoLinkPage=sitemap.

QUESTIONS & ANSWERS

CERTIFICATE INFORMATION

40. WILL MY CERTIFICATE RATE OR TERM CHANGE?

No, your Certificate rate and term will remain the same.

41. DOES CARO OFFER ADDITIONAL CERTIFICATE TYPES AND/OR IRAS?

Yes! Caro offers Step-Up CDs as well as IRA CDs. Terms start at 3 months or more.

SAVE SMART, EARN **MORE**
ON SHARE CERTIFICATES.

QUESTIONS & ANSWERS

OTHER SAVINGS INFORMATION

42. DOES CARO OFFER ADDITIONAL TYPES OF SAVINGS?

Yes! We offer Young Savers accounts, please visit our Savings page (smartcaro.org/savings) for more information.

43. WILL MY CHRISTMAS SAVINGS CLUB CHANGE?

Christmas Club funds will continue to automatically transfer to your savings account on November 1. Due to the conversion, dividends will be paid on September 30 at the current St. Francis rate.

44. WILL MY VACATION SAVINGS CLUB CHANGE?

Caro savings clubs are called Select Savings. You can use these accounts for any savings need you may have. Your St. Francis vacation club will transfer over as a Select Savings account.

45. DOES CARO OFFER ADDITIONAL TYPES OF CLUB SAVINGS ACCOUNTS?

Caro offers Select Savings accounts for any of your savings needs. Paying for a wedding? No worries! Open a Select Savings with Caro and rename it on online banking. Other reasons why you may want to consider opening a Select Savings may include adoption, taxes, down payment on a new home, saving for a pool, taking the grandchildren to Disney World®, anything at all!

LOAN AND CREDIT CARD INFORMATION

46. WILL MY VISA® CREDIT CARD CONTINUE TO WORK?

YES! There will be a link within our online banking and mobile app. Should you need to access your credit card information during the conversion weekend (September 30 – October 2), please visit EZcardinfo.com.

47. WILL MY CURRENT LOAN BE AFFECTED?

The terms and conditions of your loan(s) are bound by the contract(s) you signed at the time of the loan. The only change to your loan will be the account and suffix number.

QUESTIONS & ANSWERS

LOAN AND CREDIT CARD INFORMATION

48. WILL MY LOAN SUFFIX CHANGE?

Yes. When sending your payment, please update the referenced account number to reflect the new account number and suffix to avoid posting errors. We will not have access to the St. Francis suffixes. To find out the new suffix, please log into Caro online banking or the app on or after October 3.

49. WHAT ADDITIONAL LOAN TYPES DOES CARO OFFERS?

Caro offers a large variety of loans; Home Equity Lines of Credit, Mortgage Loans, Business Loans, etc. Please visit our Loans page (smartcaro.org/loans) for more information.



GROW TO NEW HEIGHTS WITH



BUSINESS BANKING

STACY PEAKE
SMALL BUSINESS LENDER

REAL SOLUTIONS FOR A REAL EASY MORTGAGE PROCESS



We'll separate **fact from fiction** to make your home purchase **as smooth as possible.**



FINANCIAL REAL[^] SOLUTIONS FOR REAL PEOPLE™

COLUMBIA

4480 Rosewood Drive
Columbia, SC 29209

Hours:

Mon, Tues, Thurs, Fri: 8:00am–5:00pm
Wed: 10:00am–5:00pm

Phone: 803.227.5555
Toll Free: 800.476.5861
Fax: 803.227.5566

710 Pulaski Street
Columbia, SC 29201

Hours:

Mon, Tues, Thurs, Fri: 8:00am–5:00pm
Wed: 10:00am–5:00pm

Phone: 803.227.5555
Toll Free: 800.476.5861
Fax: 803.227.5566

GREENVILLE

121 Sumner Street
Greenville, SC 29601

Hours:

Mon, Tues, Thurs, Fri: 8:00am–1:30pm • 2:30–4:30pm
Wed: 10:00am–1:30pm • 2:30–4:30pm

Phone: 864.255.1660
Toll Free: 800.476.5861
Fax: 803.227.5566

CONNECT WITH US:

