

SYSTEM UPGRADE

We're improving our mobile banking and online banking for you!

ONLINE BANKING

You will notice a new online banking platform as a result of our computer system upgrade. As such, you will need to re-enroll in this service when you access it for the first time.

- **Accessing Online Banking**
 - Continue to visit staroftexas.org to access our Online Banking platform
- **Login ID**
 - For all users, your first time log in will be your SOTCU account number. You will be prompted to create a new 'User ID' after log in
- **Security Settings**
 - As part of your re-enrollment, you will select new security questions and answers, and a password reset question and answer
- **eAlerts**
 - You will need to re-establish your alerts in our new online banking platform. The last day you will receive eAlerts from our current online banking platform will be **Sunday, Feb 28th**

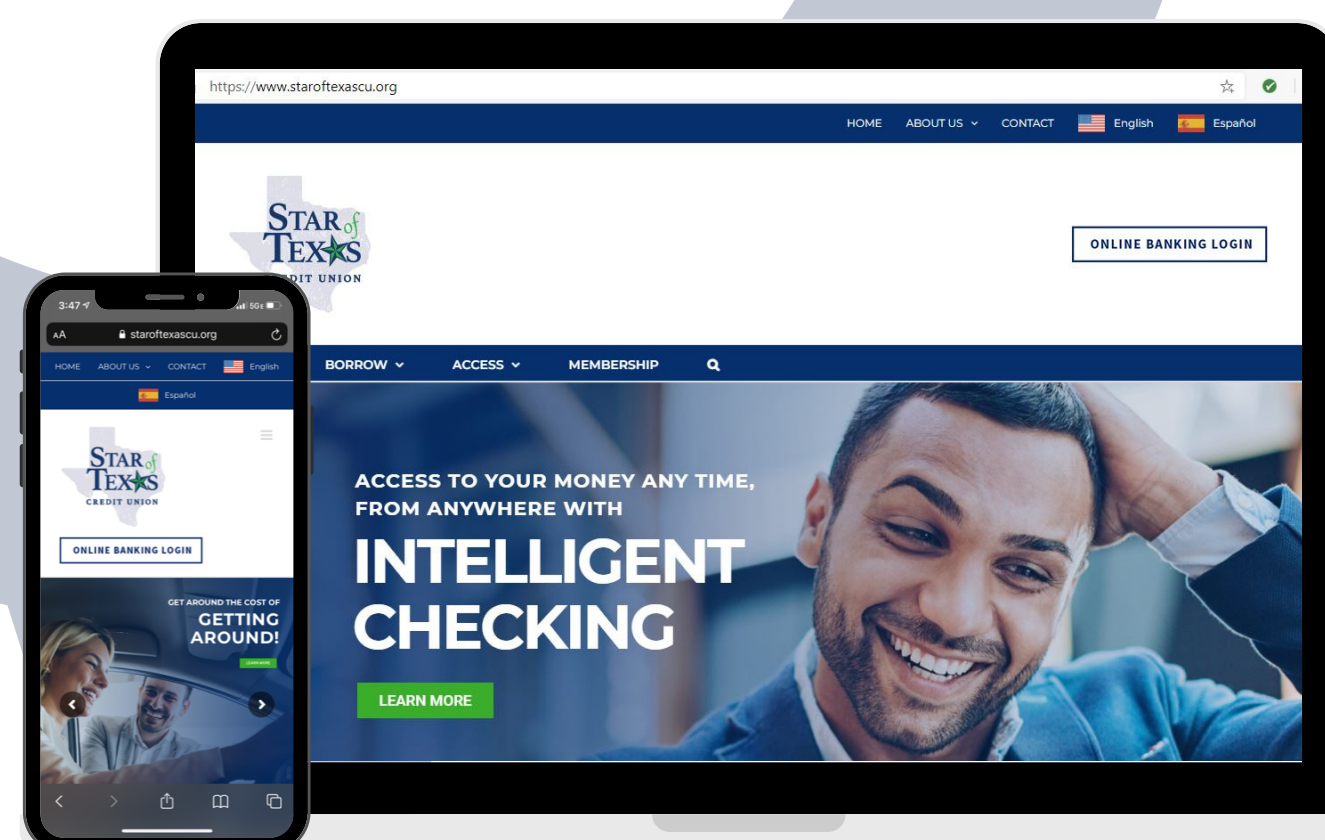
• User ID CAN consist of:

- Letters
- Numbers
- Spaces

• User ID CANNOT contain:

- Your account number
- Your first and last name
- Special characters (like: !, @, #, \$)

All users will need to log in to our current online banking service after 3/1/2021. Your default password will be the last 4 digits of your account number, you will then be prompted to create a new password.



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MOBILE BANKING

We are excited to announce a new mobile banking app.

- Mobile check deposit
- Mobile bill pay
- Ability to see transaction details when viewing history
- Ability to apply for a loan
- Mobile web can be accessed by going to staroftexascu.org from a mobile device or tablet and logging in to It'sMe247
- Online Banking. Mobile apps can be downloaded from
 - iTunes® and Google Play. Simply search for SOTCU to find our new apps.

Note: The same login credentials (username and password) will be used to access mobile banking and online banking. Also, Android app users must delete the old app and then download and install the new SOTCU Mobile App

TEXT BANKING

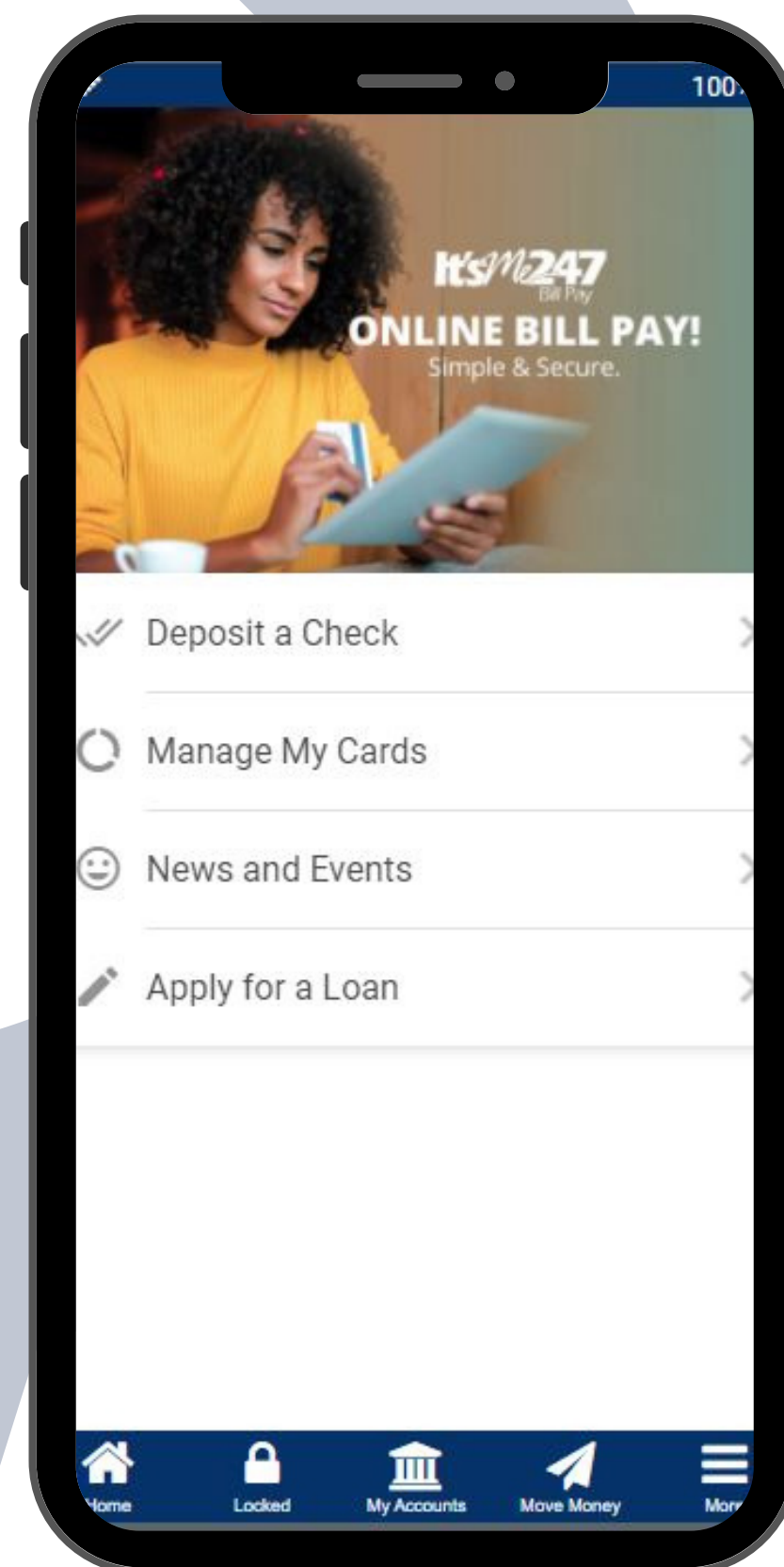
Get quick information about all your SOTCU accounts with our new It'sMe247 Text Banking. With text banking, you can do the following

- Send a text command and receive replies for account balances.
- Enroll in e-Alerts to be notified of your balances, when electronic deposits or withdrawals are made or when a payment is due.

Here's how to enroll in It'sMe247 Text Banking:

1. Log in to It'sMe247 Online Banking at staroftexascu.org.
2. Click the Go Mobile button on the toolbar.
3. Select Text Banking Home.
4. Follow the prompts to enroll.

After enrollment, text commands to M247 (46247).



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BANK BY PHONE

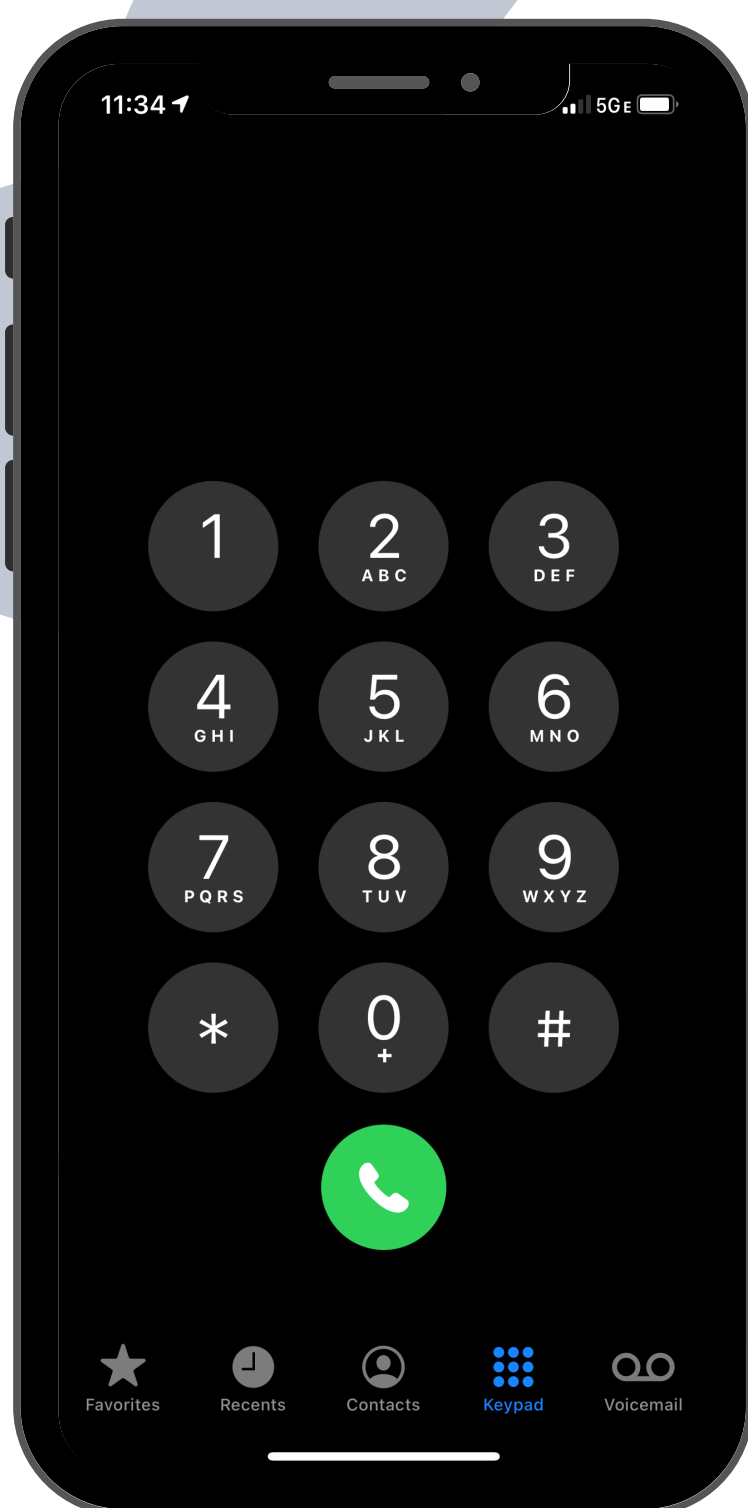
Here are first-time login instructions:

- Call **1-833-328-0162**.
- Enter your member number, then press #.
- Enter your temporary PIN (the last four digits of the Primary Accountholder's Social Security number), then press #.
- You will be prompted to enter a new PIN,
- then press #.
- Confirm your new PIN.

• Select a Main Menu Option:

- 1 - Account inquiries, including balances and recent transactions
- 2 - Funds transfers
- 3 - Hear current rates or calculate estimated loan payments
- 4 - Change your PIN
- 5 - Change to a different member number
- 6 - Other CU services, including locations and hours
- 8 - Repeat this menu
- 9 - End the call
- 0 - CU Talk Tutorial (press * to exit the tutorial and return to the main menu)

Note: The CU Talk Bank-by-Phone system can only be accessed by calling the new toll-free number listed above



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THURSDAY, 2/18/2021

Bill pay goes offline. Payments previously scheduled will be made through **Sunday 2/28/2021**

FRIDAY, 2/26/2021

Online, mobile and audio banking will be unavailable after 3pm. As of 3 PM CT, the following SOTCU services will go offline: online banking, bank-by-phone and mobile banking.

SATURDAY, 2/27/2021

SOTCU will be closed while systems are upgrading

MONDAY, 3/1/2021

SOTCU will be closed while systems are upgrading

TUESDAY, 3/2/2021

SOTCU will be closed while systems are upgrading

All ACH deposits received will be posted.

Mastercard Debit Cards will have reduced limits. Please have cash on hand or your SOTCU credit card available.

WEDNESDAY, 3/3/2021

SOTCU Re-opens.

CU Talk Bank-by-Phone system will be available at **1-833-328-0162**

It'sMe247 Online Banking and Mobile Web: Log in using first-time login instructions.

Contact SOTCU to set up bank-to-bank transfers previously set up in online banking. These transfers will need to be set up in the upgraded It'sMe247 Online Banking.

Bill pay users: Bill pay will not be transferred over, all bill pays will need to be re-entered.

New mobile banking App will be available on Google and Apple stores. Please stay tuned to updates on when this will become available on our social media and website.

