

# Pacific Crest

## FEDERAL CREDIT UNION

# System Upgrade Guide



## Dear Member,

Beginning on the evening of Friday, November 30th, continuing through the weekend and into the morning of Monday, December 3rd, our team at Pacific Crest will be performing our largest system upgrade in nearly twenty years. This update is necessary as part of our current system relies on technology that was developed over 40 years ago and we have pushed its capabilities to the limit. The upgraded system will provide us with a foundational platform that allows for the development of future enhancements and the ability to adapt to emerging technologies so we can continue to deliver great service for years to come.

We have a team of over a dozen very talented and dedicated staff who have been planning and preparing for this upgrade for over a year. The entire team is excited about the improved technology you, our member, will begin experiencing after the upgrade is complete. For one weekend however, many of our services will be unavailable. We have developed this guide to assist you in understanding both the upgrade weekend and what you can expect post upgrade. Please review these materials carefully.

-Chad Olney, CEO

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# WHAT NEXT?



## **Friday, November 16**

- We will turn off the ability for new users to enroll in the current Online Banking platform.
- We will turn off the ability to initiate new Account to Account (A2A) transfers. You will be unable to initiate a new transfer between your account with Pacific Crest and your account at another financial institution until after upgrade.

## **Thursday, November 29**

### **• 2PM: Online Banking Turns Off. Recommendations Prior to November 29**

- Make Deposits Early.
- Make list of any Account to Account scheduled transfers you have set up in Online Banking as these will need to be set up again.
- Know your balances as you will be unable to check them over the weekend.



## **Friday, November 30**

- **5PM: Phone Banking Turns Off.**
- **6PM: All Branches Close for the Weekend.**

### **Recommendations Saturday and Sunday, December 1-2**

- Continue to use your Pacific Crest credit and debit cards, but monitor your spending according to your Friday balance.
- Have a second form of payment available as we may need to turn off card access.



## **Monday, December 3**

- Branches open regular hours.
- 10AM: Phone Banking Available.  
11AM: Online Banking Available with a new and improved look!
- 8AM-8PM: Call Center open

Remember—Online Banking, Phone Banking, and the drive through will be unavailable during Upgrade Weekend. To know exactly how much money you have available in your account during this time you can use this balance sheet to update your running balance or ask your local branch for a check register.

Deposits and Withdrawals	Running Balance
Beginning	\$

# WHY?



## Why are we changing things? What is happening at Pacific Crest?

Pacific Crest has been operating from software designed decades ago that does not measure up to today's service standards. At Pacific Crest providing great service, the right product, and having the ability to deliver both effectively is very important to us. This upgrade will give us the tools to meet these goals for years to come.

We're ripping off the Band-Aid and updating a lot of things at once; Online Banking, Phone Banking, and Billpay. We know it will be confusing at first, but after we walk through it with you, we think you'll be able to see why we made this decision. For a first glimpse into what you'll gain with these updated services and how to sign up, flip to the Online Banking section.

We want to offer you the best possible products that will have a positive impact on your finances for years to come! We've made a few adjustments to accounts to help make these items more member friendly. If an account type is not listed here it's the same as it's always been and you don't need to worry!

4200

4300



# Banking

4700

# Online Banking



We'll be updating many of our features, making them more user and mobile friendly! ▼

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## HELPFUL TOOLS



Create Budgets, Saving Goals, and more within Pacific Crest Online Banking. The easy to use mobile app creates a simple process for you to monitor all your banking information on the fly. Schedule transfers and Billpay dates in the calendar, create budgets, saving goals, and more.

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## ACCOUNT ACCESS



Do you currently share a single login with a joint owner of your account? With our upgraded system each individual will have their own login to view all accounts they have ownership of.

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## EVERYTHING IN ONE PLACE



The inconvenience of logging into different systems to manage your account, view e-statements, make a loan payment, open a new account, or apply for a loan will be a thing of the past. All of these different activities will be conveniently located in Online Banking!



# What to know about registering for the new Online Banking system ▼

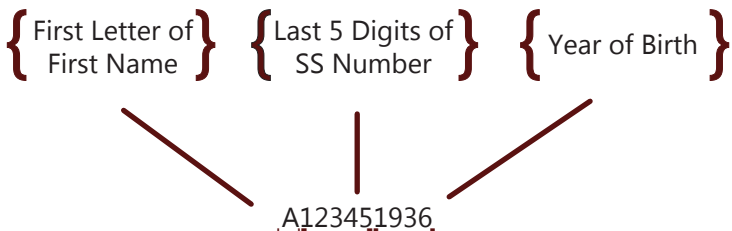
## First Time Logging In

The updated online banking system includes enhanced security features which will require you to perform some additional steps the first time you log in.

If you need assistance, our call center will be open from 8am to 8pm the week following the system upgrade.

1

**If you currently have Online Banking**, your username will be the same, but your password will not. We are assigning each user a onetime password consisting of your first initial, the last five digits of your tax ID (i.e. social security number), and the year you were born.



2

**If your current username is the same as your account number**, you will be prompted to create a new username the first time you log in.

### Username Requirements:

Must be at least 8 characters in length, but no more than 20.

Any combination of letters and numbers. You may also use a period "." or underscore "\_".

Cannot contain any spaces before, in the middle of, or after the username.

3

### Change Your Password

As part of the login process you will be required to set up new security questions and create a new password to replace this temporary password.

#### Password requirements:

Must be at least 8 characters in length.

Must contain at least one numeric digit (i.e. 0-9).

Must contain at least one uppercase alphabetic character (i.e. A-Z).

Must contain at least one lowercase alphabetic character (i.e. a-z).

Must contain at least one non-alphanumeric symbol character (for example, an at sign "@" or an exclamation point "!").

Cannot contain any spaces before, in the middle of, or after the password.

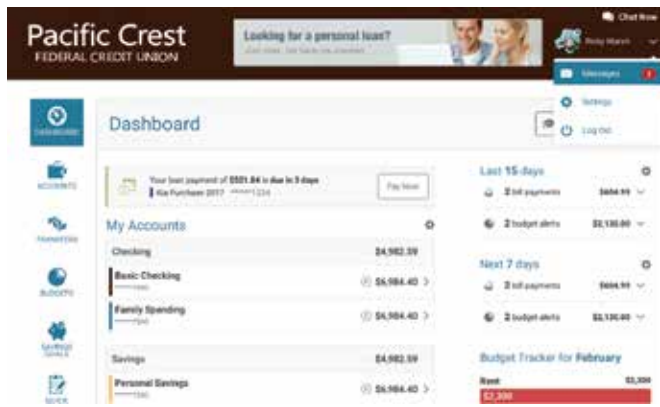
Passwords are case sensitive.

4

### Set Your Security Questions

5

### Explore all of the new features available!



## What to know about registering for the new Phone Banking system ▼

Formerly known as Call24, our Phone Banking voice response service will remain functionally the same with two changes. First, due to our security upgrade, current users will need to re-register. Second, to make a transfer from your account to another member's account you will need to know their account number and the Share ID number (formerly known as Suffix).

**1**

Call 800.570.0265

**-or-**

Dial into phone banking directly at 541.850.9531 and skip to Step 3.

**2**

From the main menu, select Option 3

**3**

Select Option 1: Account Information

4

When prompted input your account number.

5

You will be prompted to input the Social Security or Tax ID Number and Date of Birth of the primary account holder.

6

Follow the voice directions to update your PIN.

7

You're all set!





# Accounts

4700

# Personal Accounts

Over the years we've enjoyed getting to know you and we have listened to your needs because we want to make sure we're offering you a Crest Experience. We are making some changes to accounts to make them more effective at meeting your needs. Check out the improved features!

- One time only on November 30th: we will be paying 2 months of dividends on accounts that normally receive dividends at the end of the quarter. The dividends for the final month of the quarter will be paid on December 31st.
- November 30th we will be generating statements for all accounts as we would normally do at quarter end.
- Dividends have previously been calculated using the daily balance method. Beginning December 1st they will be calculated by the average daily balance method.
- Statements will have a new look beginning December 31st.

# Membership Savings

Membership Savings is the foundation of your Pacific Crest relationship. With a low minimum balance of \$5 to open and the opportunity to earn dividends, it is the perfect way to begin your journey with Pacific Crest.

Name	Previously	Upgraded
	Regular Share Savings	Membership Savings
Minimum to Open	\$5.00	\$5.00
Minimum to Earn Dividends	\$100.00	\$5.00
Dividends Compounded	Monthly	Quarterly
Dividends Credited	Monthly	Quarterly
Available for Overdraft Privileges	Yes	Yes

	Previously	Upgraded
Name	Secondary Savings	Additional Savings
Minimum to Open	\$5.00	\$0
Minimum to Earn Dividends	\$100.00	\$5.00
Dividends Compounded	Monthly	Quarterly
Dividends Credited	Monthly	Quarterly
Available for Overdraft Privileges	Yes	Yes

## Additional Savings

As your savings needs change, we have many different options to help you achieve your goals. Our Additional Savings accounts are a great way to save for your specific goals, whether it’s for your next vacation or a down payment on a home.



# Annual Savings

Our Annual Savings is the perfect way to help you save for that once a year expense. If you are saving for the holidays, that annual trip, or property taxes, ask us how the Annual Savings can help you on your path.

Name	Previously Special Purpose	Upgraded Annual Savings
Minimum to Open	\$5.00	\$0
Minimum to Earn Dividends	\$5.00	\$5.00
Dividends Compounded	Monthly	Annually (Sep 30)
Dividends Credited	Monthly	Annually (Sep 30)
Available for Overdraft Privileges	No	No
Fee For Early Withdrawal	\$5.00	\$0
Withdrawal Methods	Issued Check Annually Set Up Auto Transfer	Issued Check Annually Set Up Auto Transfer Rollover Annually

Name	Previously	Upgraded
	Trailblazers, Pathfinders Passageways*	Pathfinder Savings**
Minimum to Open	\$5.00	\$5.00
Minimum to Earn Dividends	\$5.00	\$5.00
Dividends Compounded	Monthly	Quarterly
Dividends Credited	Monthly	Quarterly
Available for Overdraft Privileges	Yes	Yes***

\*Current Passageways accounts will be converted to Membership Savings on December 1, 2018.

\*\*Upon reaching age of 18, Pathfinder Savings accounts are graduated to a Membership Savings account. See Membership Savings for the terms of your account.

\*\*\*Requires account owner 18 years or older to be a joint owner.

## Pathfinder Savings

It's never too early to start saving. In fact, children who have a savings account are 7 times more likely to attend college. Our Pathfinder Savings is our Membership Savings designed specifically for our youth members under the age of 18—it is a great way to get started on the right path.

# Dream\$avers

We believe in saving for your dreams and with it's savings match, the Dream\$avers program is a fantastic way to do just that. Stop by any of our branches and we can give you more information on how this program may be able to help you achieve your dreams.

	Previously	Upgraded
Name	Dream\$avers Savings	Dream\$avers
Minimum to Open	\$5.00	\$5.00
Minimum to Earn Dividends	\$5.00	\$5.00
Dividends Compounded	Monthly	Quarterly
Dividends Credited	Monthly	Quarterly

Name	Previously	Upgraded
	Simple Checking	Simple Checking
Minimum to Open	\$0	\$0
Available for Overdraft Privileges	Yes	Yes
Courtesy Pay	Yes	Yes

## Simple Checking

For those that want checking to be as simple as possible, our no minimum balance requirement, no monthly service fee Simple Checking is a great choice.

# Rewards Checking

With no monthly service fees, no minimum balance requirements, and the ability to earn dividends, Rewards Checking can be a great way to maximize the benefits you can receive from a checking account.

Name	Previously Rewards Checking	Upgraded Rewards Checking
Minimum to Open	\$0	\$0
Dividends Compounded	Monthly	Monthly
Dividends Credited	Monthly	Monthly
Available for Overdraft Privileges	Yes	Yes
Courtesy Pay	Yes	Yes

## **Crest Custom Checking**

Though we are not opening new Crest Custom Checking accounts, for those who already have this product everything will remain the same.

# Money Market

Looking to earn a higher dividend rate on your deposits but don't want to commit to keeping the funds on deposit long term? With a Money Market account the more you keep on deposit, the higher the dividend rate you can earn.

Name	Previously Money Market Share	Upgraded Money Market
Minimum to Open	\$1,000.00	\$1,000.00
Minimum to Earn Dividends	\$1,000.00	\$1,000.00
Dividend Tiers	\$1,000.00-\$9,999.99	\$1,000.00-\$9,999.99
	\$10,000.00-\$24,999.99	\$10,000.00-\$24,999.99
	\$25,000.00-\$49,999.99	\$25,000.00-\$49,999.99
	\$50,000.00-\$99,999.99	\$50,000.00-\$99,999.99
	\$100,000.00-\$149,999.99	\$100,000.00-\$199,999.99
	\$150,000.00+	\$200,000.00+
Dividend Compounded	Monthly	Monthly
Dividends Credited	Monthly	Monthly
Available for Overdraft Privileges	Yes	Yes

Must maintain a monthly average balance of \$1,000.00 to avoid a \$10.00 monthly Money Market Minimum Balance Fee.

# Health Savings

The Health Savings account can be a great option for those with a High-Deductible health insurance policy or those looking for options to reduce their tax bill. It allows members to save money tax-free to help with their medical expenses. Consult with your tax professional to ensure that this account is right for you.

Name	Previously Health Savings	Upgraded Health Savings
Minimum to Open	\$10.00	\$10.00
Minimum to Earn Dividends	\$5.00	\$10.00
Dividends Compounded	Monthly	Quarterly
Dividends Credited	Monthly	Quarterly

# Health Checking

Health Checking is a great option for those who want the tax benefits of a Health Savings account and greater convenience when paying for eligible expenses. Consult your tax professional to see if this account is right for you.

Name	Previously Health Checking	Upgraded Health Checking
Minimum Balance to Open	\$10.00	\$10.00
Debit Card	Yes	Yes



# Coverdell ESA

This account is designed specifically to help position the children in your life with future educational opportunities. This is a tax-deferred trust account to assist with future educational expenses for children.

Name	Previously Coverdell ESA	Upgraded Coverdell ESA
Minimum to Open	\$5.00	\$10.00
Minimum to Earn Dividends	\$5.00	\$10.00
Dividend Tiers	\$5.00-\$999.99 \$1,000.00-\$1,999.99 \$2,000.00-\$9,999.99 \$10,000.00-\$19,999.99 \$20,000.00+	No Longer Tiered
Dividends Compounded	Monthly	Quarterly
Dividends Credited	Monthly	Quarterly

	Previously	Upgraded
Name	IRA, Roth IRA, SEP IRA, Simple IRA	Names Remain the Same
Minimum to Open	\$10.00	\$10.00
Minimum to Earn Dividends	\$5.00	\$10.00
Dividend Tiers	\$5.00-\$999.99 \$1,000.00-\$1,999.99 \$2,000.00-\$9,999.99 \$10,000.00-\$19,999.99 \$20,000.00+	No Longer Tiered
Dividends Compounded	Monthly	Quarterly
Dividends Credited	Monthly	Quarterly

## Traditional IRA, Roth IRA, SEP IRA & SIMPLE IRA

Whether you're just now setting out to save for retirement, or you've been making progress on that trail for a long time, we offer individual retirement accounts (IRAs) to meet your needs.

# Certificate Accounts

One of the many benefits to members from the upgraded system will be the additional product features we are able to offer. For Term Share Certificates this System Upgrade will give us the ability to offer more rate tiers, so that the more you save, the more you have the opportunity to earn.

For current Certificate holders, the terms of your certificate will remain the same until the renewal of the certificate. At renewal your balance will determine your new rate tier. When current certificates renew, it will be under our new terms and conditions including a simplified early withdrawal penalty calculation. The early withdrawal penalty for all certificates that renew after November 30, 2018 will be 4% of the amount withdrawn.

		Previously	Upgraded
		Certificates	Term Share Certificates
Name		IRA Certificates	IRA Term Share Certificates
Rate Tiers	{	\$10,000.00+	\$200,000.00+
			\$100,000.00-\$199,999.99
			\$50,000.00-\$99,999.99
			\$25,000.00-\$49,999.99
			\$10,000.00-\$24,999.99
		<\$10,000.00	\$1,000.00-\$9,999.99
Additional Deposits Allowed		No	No*

\*IRA Certificates allow additional rollover deposits, Regular Certificates do not.

# Regular & IRA Certificates

When you commit to leaving your money on deposit for a set period of time (intervals range from six months to five years), you can earn a higher dividend rate — and the rate is guaranteed.

# Pathfinder Certificate

Certificates aren't just for grown-ups. We offer a 12-month certificate for youth as well, so kids and teens can earn higher dividends and make better time on their journey.

	Previously	Upgraded
Name	Easy Saver Certificate	Pathfinder Certificate*
Rate Tiers {		\$200,000.00+
	\$10,000.00+	\$100,000.00-\$199,999.99
		\$50,000.00-\$99,999.99
		\$25,000.00-\$49,999.99
		\$10,000.00-\$24,999.99
	<\$10,000.00	\$100.00-\$9,999.99
Additional Deposits Allowed**	Yes	Yes

\*When you attain the age of 18, at time of next renewal, your certificate will not renew and instead will be transferred to your Membership Savings.

\*\*Additional deposits of \$25.00 or more will be allowed.



# Business Accounts

Strong businesses are a key part in building our communities, providing stable jobs, supporting local causes, and contributing to the economy. We have enhanced our business accounts to scale with your business as it grows.

For those that currently have more than one Business Savings Account, these secondary savings will be changed to a Business Additional Savings Account. All terms of the Additional Business Savings Account are the same as the Business Membership Savings, except for the minimum balance requirement.

# Business Certificates

One of the many benefits to members from the upgraded system will be the additional product features we are able to offer. For Business Share Certificates this system update will give us the ability to offer more rate tiers, so that the more you save, the more you have the opportunity to earn.

For current Certificate holders, the terms of your certificate will remain the same until the renewal of the certificate. At renewal your balance will determine your new rate tier (see chart below). When current certificates renew, it will be under our new terms and conditions including a simplified early withdrawal penalty calculation. The early withdrawal penalty for all certificates that renew after November 30, 2018 will be 4% of the amount withdrawn.

		Previously	Upgraded
Rate Tiers {	\$10,000.00+		\$200,000.00+ \$100,000.00-\$199,999.99 \$50,000.00-\$99,999.99 \$25,000.00-\$49,999.99 \$10,000.00-\$24,999.99
	<\$10,000.00		\$1,000.00-\$9,999.99



# Business Membership Savings

Our Business Membership Savings account is the foundation for your business relationship with Pacific Crest. With our low minimum balance to open, as well as the ability to earn dividends, it is a great step to take for your business accounts.

Name	Previously Business Savings	Upgraded Business Membership Savings
Minimum to Open	\$5.00	\$5.00
Minimum to Earn Dividends	\$100.00	\$5.00
Dividends Compounded	Monthly	Quarterly
Dividends Credited	Monthly	Quarterly
Available for Overdraft Privileges	Yes	Yes

Upgraded Business Additional Savings	
Name	
Minimum to Open	\$0
Minimum to Earn Dividends	\$5.00
Dividends Compounded	Quarterly
Dividends Credited	Quarterly
Available for Overdraft Privileges	Yes

## Business Additional Savings

Save for your next big business move with our Business Additional Savings. Additional Savings accounts can help you keep savings for specific goals separated and easier to track.

# Business Checking

Strong businesses provide strong jobs and help build strong communities. Pacific Crest has simplified our Business Checking so that it scales with your business, allowing you to focus on running your operations.

Name	Previously Business Link Checking, Business Connect	Upgraded Business Checking
Minimum to Open	\$0	\$0
Minimum to Earn Dividends	\$5000.00*	\$20,000.00
Dividends Compounded	Monthly	Monthly
Dividends Credited	Monthly	Monthly
Available for Overdraft Privileges	Yes	Yes

\*For Business Connect only.

## Business Checking Service Structure ▼

### Monthly

Checks Deposited First 200 Items Free	\$0.15 Each additional check deposited
Cash Deposited First \$2,000.00 Free	0.5% of cash deposited over \$2,000.00
Cash Withdrawn First \$2,000.00 Free	0.5% of cash withdrawn over \$2,000.00
Checks Written First 20 Items Free	\$0.25 Each additional check cleared

## Business Additional Checking ▼

Additional Checking Accounts for the same business can be added for your convenience. Business Additional Checking Accounts do not earn dividends and have a \$10.00 monthly service fee and receive the same service structures as the Business Checking Account without the minimum threshold to begin receiving fees. All fees on the Business Additional Checking Accounts are applied to the Business Checking Account.

## Business Analysis Checking ▼

Now known as Analysis Checking, this account type is designed for businesses that are cash intensive, are registered as a Money Service Business, or are a Non-Bank Financial Institution. The dividend and fee structure associated with Business Checking applies along with a \$900.00 monthly service fee. For more information on this account type please contact our Business Services team.

	Previously	Upgraded
Name	Business Money Market	Business Money Market
Minimum to Open	\$2,500.00	\$1,000.00
Minimum to Earn Dividends*	\$1,000.00	\$1,000.00
Dividend Tiers	\$1,000.00-\$9,999.99	\$1,000.00-\$9,999.99
	\$10,000.00-\$24,999.99	\$10,000.00-\$24,999.99
	\$25,000.00-\$49,999.99	\$25,000.00-\$49,999.99
	\$50,000.00-\$99,999.99	\$50,000.00-\$99,999.99
	\$100,000.00-\$149,999.99	\$100,000.00-\$199,999.99
	\$150,000.00+	\$200,000.00+
Minimum Balance Fee	\$15.00	\$10.00*
Dividend Compounded	Monthly	Monthly
Dividends Credited	Monthly	Monthly
Available for Overdraft Privileges	Yes	Yes

\*To avoid the monthly Minimum Balance Fee you must maintain a monthly average balance of \$1,000.00.

## Business Money Market

If you keep higher balances on deposit, a Business Money Market account can be a great way to earn higher dividends while keeping your money liquid.

# ✓ Loans Are About To Be Simple At Pacific Crest Through Online Banking

- Apply for a New Loan Quickly and Easily
- View Your Mortgage Balance and Payment Info
- Set Up Payment Due Date Alerts

## Looking to Borrow?

Find out what we can do for you! ▼

Auto

RV

Boat

Motorcycle

Non-Commercial Equipment



Agricultural

Equipment

Term

Commercial

Industrial



Real Estate

Mortgage

HELOC



Personal Loans

Lines Of Credit

Visa® Credit Cards





Federally Insured by NCUA

NMLS# 412720