Instructions on How to Access Our New Online Banking

After February 3, 2020 go to www.santeecoopercreditunion.com and locate the **It'sMe247 Online Banking** login banner in the upper right hand corner. If you have previously bookmarked SCCU Online Banking in your web browser, you will need to update it to the following link: https://obc.itsme247.com/317/.

First-Time Login

1. Type your **default Username** [Your Member Account Number] and **click Login**.

2. Type your **default Password** [Last 4 digits of your Social Security Number and 4 digit birth year] and **click Continue**.

3. Create a **new secure password** and type it into each New Password field. [Create *passwords* that are easy to remember but hard for others to guess. For your security, passwords must be a <u>minimum of ten characters</u> and <u>contain a combination of three of the following</u> in the password: lowercase letter, uppercase letter, number and special character.]

4. Click **Change My Password** to save it.

5. Type in the answers to three unique **security questions** (These are not case sensitive).

6. **Click Save My Questions.**

7. **Accept the Terms and Conditions of Use** [scroll to the bottom to accept].

8. Create a **new personalized Username** [word or phrase with a maximum of 21 characters. It cannot contain your member number, first or last name] and type it into the New Username field.

9. Click Change My Username to save it.

10. Explore our new **It'sMe247 Online Banking.**

Mobile App

Our upgraded Mobile App will be more user-friendly and have new features that include:

- The ability to deposit checks within the app
- Mobile Bill Pay
- View eStatements
- View transaction history and make transfers to your other accounts

Find our Mobile App by searching for **"Santee Cooper Credit Union"** in the Apple App Store or Google Play Store.

The same login credentials (username and password) that you set up for Online Banking will be used to access the Mobile App.

Please Note: The upgraded Mobile App will not be available until several days after the System Upgrade is complete. However, the new online banking platform (i.e. It'sMe247) will be available starting on February 3, 2020. You can use the Online Banking platform to access your accounts until the Mobile App is released in both the Apple App Store and Google Play Store.

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SANTEE COOPER CREDIT UNION

FEBRUARY 2020
SYSTEM UPGRADE

<u>**Moncks Corner Branch**</u>
612 Rembert C. Dennis Blvd.
Moncks Corner, SC 29461
843-761-4001

<u>**Myrtle Beach Branch**</u>
1232 Farrow Parkway, Suite A
Myrtle Beach, SC 29577
843-839-2225

This credit union is federally insured by the National Credit Union Administration.

Call Center

During the System Upgrade, we will establish a temporary call center for the first several days in February. The phone operators in this call center will be unfamiliar voices to you, but please rest assured these individuals will be able to assist you during our System Upgrade. They will ask you verification questions to confirm your identity so please have your member number handy to make this process easier.

Archive eStatement Files

With the System Upgrade, eStatements will now be accessed in the new Online Banking Platform (**It'sMe247**). The old eStatement system will no longer be available after January 31, 2020. This means if you do not save your eStatement files prior to this date, they **WILL NOT** transfer to the upgraded system.

Important Statement Notice

ALL STATEMENTS THAT GO OUT IN FEBRUARY WILL BE PRINTED AND MAILED VIA USPS FOR ALL MEMBERS.

These statements will include transactions from January 1, 2020 through end of day Friday, January 31, 2020. If you are signed up to receive eStatements, you will not be charged for the printed statement that you will receive in February. You will begin receiving eStatements again for the statement that covers February transactions that goes out in March.

Visit our System Upgrade Page:

www.santeecoopercreditunion.com /resources/system-upgrade

SYSTEM UPGRADE SCHEDULE: JANUARY 31, 2020-FEBRUARY 3, 2020

	January 31	February 1	February 2	February 3
Both Branches	**OPEN** (Normal Hours)	*CLOSED*	*CLOSED*	**OPEN** (Normal Hours)
Online Banking	**AVAILABLE** until afternoon of 1/31/20	UNAVAILABLE	UNAVAILABLE	**AVAILABLE** at approximately 10:00 AM
Mobile App	**AVAILABLE** until afternoon of 1/31/20	UNAVAILABLE	UNAVAILABLE	**UNAVAILABLE** until later in week
SCCU ATMs	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
Debit Card Purchases/ATM Withdrawals	**AVAILABLE** until 4:00 PM, then limited. **Get cash for backup method.**	**AVAILABLE** (LIMITED)	**AVAILABLE** (LIMITED)	**FULL AVAILABILITY** at 12:00 (noon)
Credit Card Purchases	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE
eStatements	**AVAILABLE** until end of day	UNAVAILABLE	UNAVAILABLE	**Enrollment available today.** If previously enrolled, 1st statement available is February 2020.
Card Valet®	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE

UPDATE US ASAP IF YOUR CONTACT INFORMATION HAS CHANGED.

This includes your mailing address, email address, telephone numbers, etc.

YOUR SANTEE COOPER CREDIT UNION DEBIT CARD WILL STILL WORK DURING THE UPGRADE WEEKEND (JANUARY 31-FEBRUARY 2, 2020).

However, transactions and ATM withdrawals may be limited during that weekend. *We **RECOMMEND** having cash on hand as a backup method.*