

Congratulations! As of June 1, 2018, Health Employees Federal Credit Union (HEFCU) became part of the SEFCU family and we are proud to have you as one of our members! Your HEFCU account will be converted to a SEFCU account over Labor Day weekend. If you already have a SEFCU account, your HEFCU account will be converted to a new, separate account from your existing SEFCU account(s).

The transition of your account to SEFCU will require most HEFCU systems and account services to be unavailable starting the evening of Friday, August 31, 2018 through Monday, September 3, 2018. Your HEFCU debit/ATM card will continue to work during this time.

Starting on Tuesday, September 4, 2018, you will be able to enjoy all the benefits of SEFCU membership like our top-rated mobile app, investment and insurance services, expanded service hours through our Member Solutions Center, and network of 50 branches.

Please review the important enclosed information about the transition of your account to SEFCU. We know there is a lot to remember, so we have enclosed a handy calendar that shows important dates and key activities taking place over the next several months. For your convenience, your HEFCU checks, payroll deposits, and electronic withdrawals through automated clearinghouse (ACH) will continue to be honored until November 15, 2018 using your HEFCU information.

We look forward to serving your financial needs. If you have any questions about your account transition, please visit sefcu.com/hefcu, stop by a branch, or contact our Member Solutions Center at 518-451-2864, where a dedicated line has been established to assist you.

Sincerely,



Gary Young
Chief Member Experience Officer

Encls.

2018 Account Conversion Calendar

Mid-August

Account Number mailing.

Late August

New Debit Mastercard® arrives.

SEFCU OnLine login.
Instructions sent to existing
HEFCU Online Banking users.

August 31

HEFCU branches close at
2 p.m.

August						
SUN	MON	TUE	WED	THU	FRI	SAT
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

October						
SUN	MON	TUE	WED	THU	FRI	SAT
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Early October

First SEFCU statement
received.

Mid-October

**Reminder to change payroll
and automatic payments
(ACH) to new SEFCU
account number.**

eStatements users:
Reminder to log into HEFCU
Online Banking one last time
to download any previous
statements you wish to keep
for your records.

September 1-3

HEFCU systems unavailable.
HEFCU offices closed.

September 4

Former HEFCU branches
reopen as SEFCU branches.

- Begin using SEFCU Debit Mastercard once activated.
- Provide new Debit Mastercard number to billers for recurring payments tied to HEFCU debit card.
- Destroy old HEFCU debit/ATM card.
- Register for SEFCU OnLine and enroll in eStatements.
- Set up recurring account-to-account transfers through SEFCU OnLine.
- Enroll in DIAL, SEFCU's bank-by-phone service.

September						
SUN	MON	TUE	WED	THU	FRI	SAT
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

November						
SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

November 15

**Last day for checks,
electronic debits and
credits to post using HEFCU
account number.**

Last day for dedicated
phone line (518-451-2864)
for HEFCU members. Begin
using 800-727-3328 to
reach SEFCU.



Welcome to SEFCU!

Remembering these
important dates will help
make the transition from
HEFCU to SEFCU go
smoothly. Please don't
hesitate to contact us if
you have any questions
or concerns.

Early September

Final HEFCU statement arrives
including all activity through
August 31.

Late September

New SEFCU checks arrive.
Begin using and destroy old
HEFCU checks.



ACCOUNT CONVERSION INFORMATION

ACCOUNT ACCESS

- **Account Number** – Your HEFCU account will be converted to a new SEFCU account number. You will receive a separate mailing with your new account number in mid-August. If you were already a SEFCU member, your HEFCU account will be converted as a new, separate account from your other SEFCU account(s).
- **Branches** – To allow us to convert your HEFCU account to a SEFCU account, HEFCU branches will close at 2:00 p.m. on Friday, August 31, 2018 and will reopen on Tuesday, September 4, 2018 as SEFCU branches.
- **Debit Cards** – In late August, all active HEFCU debit cards and ATM cards will be replaced with a SEFCU Debit Mastercard® that you may begin using on Tuesday, September 4, 2018. You should continue to use your HEFCU debit/ATM card through Monday, September 3, 2018. Any recurring payments that post to your HEFCU debit card will need to be changed to your new SEFCU debit card. Remember to activate your SEFCU Debit Mastercard before you start using it.
- **Checks** – Your existing HEFCU checks will be honored only if presented for payment by November 15, 2018. In late September, all HEFCU members with a checking account will receive an initial supply of 100 free SEFCU checks printed with your new account information. Upon receipt, please begin using your new SEFCU checks and shred any remaining HEFCU checks.
- **Payroll and Automatic Payments** – If you have electronic deposits and/or payments set up through automated clearinghouse (ACH) including payroll deposits or withdrawals (such as insurance premiums or gym membership dues), these transactions will continue to be honored using your HEFCU account information until November 15, 2018. You must update the information on file with your billers and/or payroll office with your new SEFCU account information by this date or future deposits may not be accepted and payments may be returned unpaid.
- **Online and Mobile Banking** – SEFCU OnLine will be available to HEFCU members beginning Tuesday, September 4, 2018. Current users of HEFCU Online Banking will receive information about easy self-service enrollment in SEFCU OnLine in late August.

HEFCU Online Banking will be unavailable for transactions after Friday, August 31, 2018. Limited access to view past transactions and retrieve previous statements will be available for approximately 60 days following the transition of your accounts to SEFCU.

- **Bank by Phone** – Access 24 will be unavailable after Friday, August 31, 2018. DIAL, SEFCU's 24-hour automated bank-by-phone service, will be available beginning Tuesday, September 4, 2018. Contact SEFCU's Member Solutions Center or stop by any branch to enroll on or after September 4.
- **Bill Pay** – If you are a HEFCU Online Bill Pay user, you recently received an email from SEFCU with important information about the termination of HEFCU Online Bill Pay on Friday, August 31, 2018. HEFCU members may enroll in SEFCU iPay starting Tuesday, September 4, 2018.
- **Statements** – In early September, you will receive a final statement from HEFCU including all account activity through August 31, 2018. If you are a HEFCU e-Statements user, you will continue to have online access to previous statements for approximately 60 days following the transition of your accounts to SEFCU. We recommend that you download any prior statements that you wish to keep for your records. Starting Tuesday, September 4, 2018, you may sign up for SEFCU eStatements when you enroll in SEFCU OnLine.
- **Loan Payments** – If you have a recurring, automatic loan payment from your HEFCU account that was established when you funded your loan or that was subsequently set up by HEFCU staff, no action is needed. These payments will automatically continue. Any recurring, automatic loan payments that you established through HEFCU Online Banking will need to be reestablished within SEFCU OnLine on or after Tuesday, September 4, 2018.
- **Account to Account Transfers** – Any automatic transfers between HEFCU accounts that you set up in HEFCU Online Banking will be discontinued after Friday, August 31, 2018. Starting Tuesday, September 4, 2018, once you have enrolled in SEFCU OnLine, you may reestablish these transfers on your own.



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CHANGES TO ACCOUNT TERMS

Your HEFCU savings and checking accounts will be converted to the most similar products offered by SEFCU. Overall, you will find that SEFCU accounts offer greater benefits and convenience services that will enhance your membership experience.

Health Employees Account Type	New SEFCU Account
Regular Shares (A)	Mint Savings (S1)
Christmas Club (C)	Holiday Club (S7)
Alternate Shares (N)	Owner's Choice Savings (S14)
Vacation Club (V)	Owner's Choice Savings (S14)
Money Market (M)	Preferred Savings (S2)
Checking (X)	Free Checking (S9)

We have enclosed an Account Service and Fee Changes reference sheet that highlights key changes along with the SEFCU Member Benefits Guide and Fee Schedule which provide important disclosures that will govern our relationship with you.

There are no changes to existing HEFCU loans or share certificates. If you have these accounts, they will be converted to SEFCU over Labor Day weekend with the same rates and terms that you currently enjoy.

IMPORTANT NOTES

- **Checking Overdraft** – If an overdraft from your checking account occurs, SEFCU will look for funds in your other accounts based on how overdraft is currently established on your HEFCU account. For all overdraft transfers from your shares, a \$2.50 fee per transfer will be assessed. Overdraft transfers from shares will also count toward the Regulation D limit of six (6) transfers per month as outlined in the Member Benefits Guide.
- **Holiday Club Accounts** – Holiday Club Accounts will pay out on October 1 of each year and funds will be deposited to your checking or Mint Savings account.
- **SEFCU's System Upgrade** – In early 2019, SEFCU will be upgrading its systems. While this will allow us to better serve you in several ways, it will also result in additional changes to your accounts. We recognize that the timing is not ideal as you will experience multiple account changes within a short period of time. Every effort will be made to minimize inconvenience to you. You will receive further communications with additional details on SEFCU's system upgrade in the near future.



Account Service and Fee Changes

Effective 9/4/2018

Mint Savings (S1)	Limited to 6 preauthorized or automatic transfers per month	
Preferred Savings (S2)	Limited to 6 preauthorized or automatic transfers per month	
Owner's Choice (S14).....	Limited to 6 preauthorized or automatic transfers per month	
ACH Debit Returned.....		\$25
Stop Payment Fees	\$20 per check	
Teller Check (first each day)		\$1
Teller Check (subsequent).....		\$2
Outgoing Wire (domestic).....		\$22.50
Outgoing Wire (international).....		\$35



Fee Schedule

Fulfilling member needs with affordable financial services

Savings

Overdraft transfer from savings	\$2.50
Below minimum average daily balance (Preferred Plus)*	\$15

Checking

Certified personal check.....	\$5
Check protest fee.....	\$15
Copy of canceled check.....	\$5
Counter checks (four per page).....	\$2
Returned checks – deposited.....	\$10
Returned checks – non-sufficient funds (NSF).....	\$25
Return NSF from POS/Debit Card	\$25
Stop payment done through SEFCU OnLine	\$10
Stop payment on counter check	\$20
Stop payment on personal check	\$20
Stop payment on teller (official) check.....	\$20

Debit Cards

Card capture.....	\$10
Deposit correction.....	\$7.50
Deposit of empty envelope	\$15
Non-SEFCU ATM balance inquiry (except for Allpoint® ATMs).....	\$0.50
Non-SEFCU ATM withdrawal (includes POB transactions) (except for Allpoint® ATMs)	\$1.25
Non-SEFCU withdrawal attempt with NSF	\$0.30
Non-sufficient funds (NSF)	\$25
POS transactions – NSF	\$25
Replacement card	\$5
Rush replacement card	\$36
Withdrawals/purchases outside the U.S.	1% of transaction

SEFCU iPay

Bill payment service fee (based on relationship)**	\$0–\$5.95
Each subsequent bill pay transaction (above monthly maximum)	\$0.50
Bill pay NSF.....	\$25
Bill pay stop payment.....	\$20

Fees are effective as of July 24, 2018

*Minimum average daily balance on Preferred Plus is \$100,000.

**Balances used to determine SEFCU iPay monthly fees are for a single account number and not aggregate of the balances on multiple accounts.

*** Other processing fees from out-of-U.S. institutions may apply.

† Other Mastercard fees may apply.

For more information, please contact the SEFCU Member Solutions Center at 800-727-3328.
All fees subject to change with appropriate notice.

Special

Account closed within 0-3 months	\$15
Account research/reconciliation (per hour).....	\$15
ACH credit returned payment fee	\$25
ACH debit items presented for payment and returned	\$25
ACH stop payment on electronic debit	\$20
Address correction (mail is returned)	\$2
Address search (one time)	\$10
Boomer Club.....	\$3/month
Canadian items***	\$10
Canadian returned items***	\$15
Certified teller check (official, treasurer, cashier)	\$5
Copy of official check or money order	\$5
Escheatment.....	\$25
Foreign collection item***	\$20
Funds transfer	
Standard outbound.....	\$4-\$8 (depending on dollar amount)
Premium outbound	\$7
Inactivity fee.....	\$3/month (applies after 12 months of inactivity and aggregate account balance of \$100 or less)
Interim account histories	\$2
IRA close plan fee	\$15
IRA transfer fee.....	\$15
Loan documents	\$10
Mastercard® Gift Cards†.....	\$3.95
Money orders (maximum value \$1,000)	\$3
POP Money - next day only	\$5/transaction
Restraining notices/levies (legal)	\$50
Rush replacement credit card.....	\$20
Safe deposit box annual fees (Patroon Creek, SEFCU Square, Wilton, and Midler only) 5x5 – 10x10.....	\$50–\$120
Second lien release for auto/RV	\$10
Statement copy.....	\$2
Teller checks (first).....	\$1
Teller checks (subsequent).....	\$2
Wire transfers	
(Domestic)	
Outgoing	\$22.50
Incoming	\$0
(International)	
Outgoing	\$35
Incoming	\$10

Federally insured by NCUA

