



Serving families now and in the future

# Your Credibility

Summer 2019



## SCHOOL SHOPPING NEEDS

Stores already have school supplies stocked for the new school year so shop early and enjoy the rest of your summer. Again this July and August Southeastern Ohio Credit Union will be offering a \$1,000 back to school loan at a rate of 7.99% for 10 months. Additionally the credit union will be giving away Pocket Journals to all students. No purchase necessary. Just stop by and ask for your free Pocket Journal. Hurry! The Back to School loan rate ends August 30, 2019. (Loans subject to credit approval. A \$1,000 loan financed for 10 months at 7.99% APR has a monthly payment of \$103.69. Rates are subject to change without notice. \$20 loan application fee applies.)

## AMUSEMENT PARK TICKETS AVAILABLE THRU AUGUST 30

### Kennywood

Adult – Gate: \$49.99  
C.U.: \$25.50

### Idlewild & Soak Zone

Adult – Gate: \$44.99  
C.U.: \$33.50

### Sandcastle

Adult – Gate: \$32.99  
C.U.: \$22.50

**Discount Columbus Zoo, Aquarium/Zoombezi Bay and the Wilds tickets are available on our website [www.southeasternohiocu.org](http://www.southeasternohiocu.org).**

## Children’s Hospital Fundraiser



If you have ever had a loved one in Children’s Hospital you know the work they do is amazing. So in an effort to raise money for a very worthy cause, Southeastern Ohio Credit Union will be selling waterproof beach bags for \$7 and beach mats for \$10. Buy both for \$16 and save money. All profit from the sale of these products will go to Children’s Hospital.



## It’s Celebration time! The conversion will happen August 2, 2019!

We will be closed August 1 in order to implement the conversion to a new more modern system. But on August 2 when we reopen we will have free ice cream at the Cambridge and Marietta offices!

With the new system we will be able to offer more services. Our online banking will have an app. And of course what is a celebration without food and prizes? Starting July 1 each time you stop by you can register to win some prizes. On August 16, 2019 from 11am to 2pm the Hot Dog Cart will be in the parking lot at the Cambridge office. On August 23 from 11am to 2pm the Marietta office will have food inside. It’s a small way of showing you the member (and owner) how much we appreciate your patience.

### HOLIDAY CLOSINGS

Independence Day      Thurs July 4  
Labor Day                Mon Sept 2  
Columbus Day            Mon Oct. 14

### WINNING NUMBERS

Throughout the body of Your Credibility, out of context, is someone’s birth date. Only the month and day you were born will appear. If it is your birthday, and you are one of the first three people to verify your date of birth, the credit union will deposit \$20.00 in your share account.

Dearest Member,

In order to provide a higher level of service to our membership, our Credit Union has been working diligently behind the scenes over the last several months on a core processing system upgrade. This refers to the hardware and software the credit union uses to manage the financial transactions and account information of its members.

While most of the changes will be invisible to you, our member, there will be a few things that will directly affect your accounts. We would like to take this time to explain those changes to you.

All credit union locations will be **closed Thursday, August 1, 2019** in order to accurately convert account data to our new system.

ATM and Debit cards may continue to be used to access cash during this time. However, balances will not update until after our data is available on August 2.

### **24-Hour Account Access Services**

Upon accessing the voice response for the first time after conversion, you will need to change your password. Simply enter the last four digits of your Social Security Number, and the system will prompt you to enter a new password using any four digits you choose. The new voice response system will have a different menu and “voice” plus some additional features.

Upon accessing home banking for the first time after conversion, you will need to re-enroll. Simply enter your account number and the last four digits of your Social Security Number with your two digit year of birth, and the system will prompt you to enter a new password using any password you choose. The new home banking system will have a different look and feel with many additional features. Some of the new features will be reoccurring transfers, alerts that can be sent to your e-mail or cell phone, and e-mail of newsletters and more.

**Electronic Transfers & ACH** - Electronic transfers, (used for things like loan payments), and other electronic items should post much in the same fashion as they do now. However, we would like to ask for your patience with any delays that might occur initially with this data transfer. (December 8) Verifying your recurring account transfers and loan payments after August 2 will help speed the process with correcting any problems that might arise.

**New and Improved** - Southeastern Ohio Credit Union will be introducing new thermal receipts (similar to grocery receipts).

We have worked very hard during the conversion process to minimize service disruptions for you, but there are bound to be some challenges that arise. We ask for your patience as we work those things out, and we thank you for your continued support of Southeastern Ohio Credit Union.

#### **Cambridge Location**

115 Market St.  
Cambridge, OH 43725  
740-432-0430  
1-800-357-8586  
Mon-Tues-Wed-Thurs  
8:00 – 5:30  
Fri 7:30 – 6:00

#### **Marietta Location**

1106 Fourth St.  
Marietta, OH 45750  
740-373-3681  
Mon-Tues-Thurs  
8:00 – 5:00  
Wed 8:00 – noon  
Fri 7:30 – 4:30

#### **Caldwell Location**

10 East St.  
Caldwell, OH 43724  
740-732-2980  
Wed 8:00 – 5:00  
Fri 7:30 – 4:30

Web Address:

[www.southeasternohiocu.org](http://www.southeasternohiocu.org)

This institution is not federally insured, and if the institution fails, the Government does not guarantee that depositors will get back their money. Member's accounts are not insured or guaranteed by any Government or Government-sponsored Agency. By Member choice American Share Insurance insures you to \$250,000.