

Great River & Credit Union 1 Merger – What Members Need to Know

Welcome to our informational session on the next steps in your transition from **Great River CU to Credit Union 1**. Our goal is to make your onboarding experience smooth, seamless, and supportive as you become a valued member of Credit Union 1.

Agenda

- Important Post-System Conversion Dates
- Primary Account Holder Digital Banking Login Steps
- Joint Account Holder Digital Banking Registration Steps
- Navigating Digital Banking
- Debit Card Information
- Manage Credit Card
- Locate Your New Routing & Account Number
- How CU1 is Here to Help You!
- Education Video Resources

Important Post-System Conversion Dates

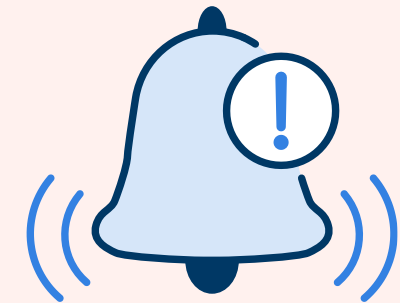
December 31, 2025 (3 Months Post System Conversion)

- Savings Only Fee Waived
- Inactive Account Fee Waived

Learn how to bank with CU1 fee-free: [fee_schedule-consumer.pdf](https://www.cu1.com/fee_schedule-consumer.pdf)

March 31, 2026 (6 Months Post System Conversion)

- Paper Statement Fee Waived
- Great River Routing Number Will Deactivate
- Great River Checks No Longer Accepted



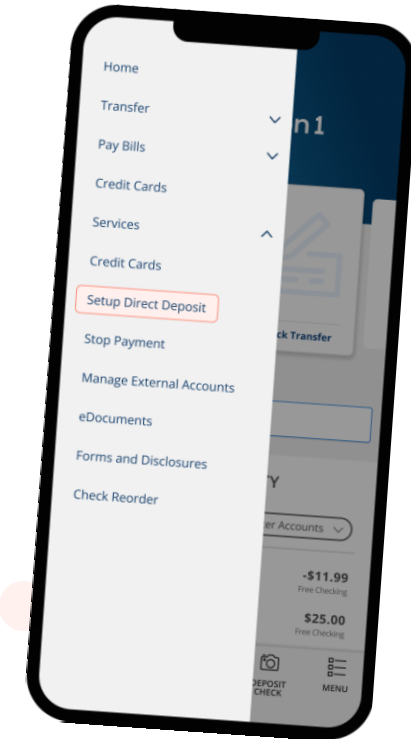
Primary Account Holders Digital Banking Login Steps

If you previously had log-in credentials for Great River's online banking platform, you will use those same credentials to log in to CU1 Digital Banking. Starting October 2nd, you can register for CU1 Digital Banking.

To get started:

- Tap the green Log In button in the upper right-hand corner of the Credit Union 1 site, or download the CU1 Mobile Banking app.
- Enter your Great River Online Banking username and password. If you have forgotten your password, please select Forgot Password.
- Select to receive your secure access code by email or text. This code will be sent to the email address or phone number on file with Great River.
- Enter the secure access code when you receive it.
- You will now be prompted to create a new password for CU1 Digital Banking.
- Tap Register Device to show it is your personal device.
- You can now log in to CU1 Digital Banking with your CU1 credentials.
- If you were previously enrolled in Bill pay, you will be automatically enrolled in CU1 Bill Pay. Internal transfers will also be migrated to CU1 Digital Banking. External Transfers will not be migrated to CU1 Digital Banking and will need to be set up again.

If you did not have Great River online banking credentials, you will start a new registration for CU1 Digital Banking. Beginning October 2, [register here](#) or watch a [How-To video that details the steps to enroll in Digital Banking](#).

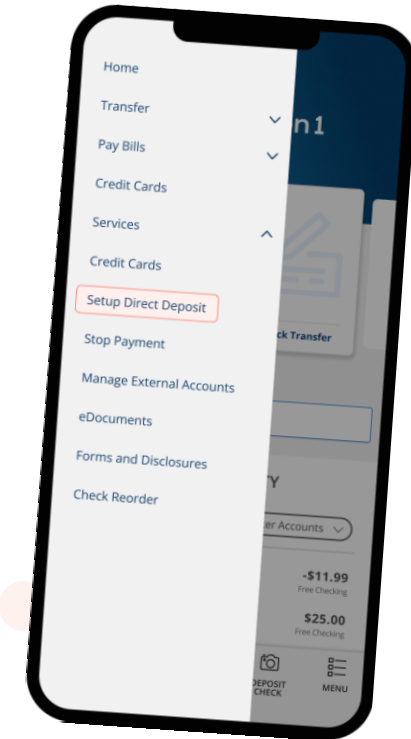


Joint Account Holders Digital Banking Registration Steps

Joint account holders will need to start a new registration for Digital Banking. You will have your own set of unique log-in credentials. Please use a different username than your previous shared Great River online banking username. Beginning October 2, [register here](#). You can also watch a [How-To video that details the steps to enroll in Digital Banking](#).

Once you are registered for Digital Banking:

- Enroll in Bill Pay. Existing Bill Pay from your Great River account will be seen under the Primary Account Holder's log in.
- Review automatic transfers. All prior internal transfers will be seen under the Primary Account Holder's log in.
- Confirm your contact information. Select Settings and then Contact Information from the main menu.
- Review and set up custom account alerts.



Navigating Digital Banking

Easily access your new digital banking features via web or CU1 Mobile Banking App, including internal transfers, loan payments, and bill payments.

Transactions

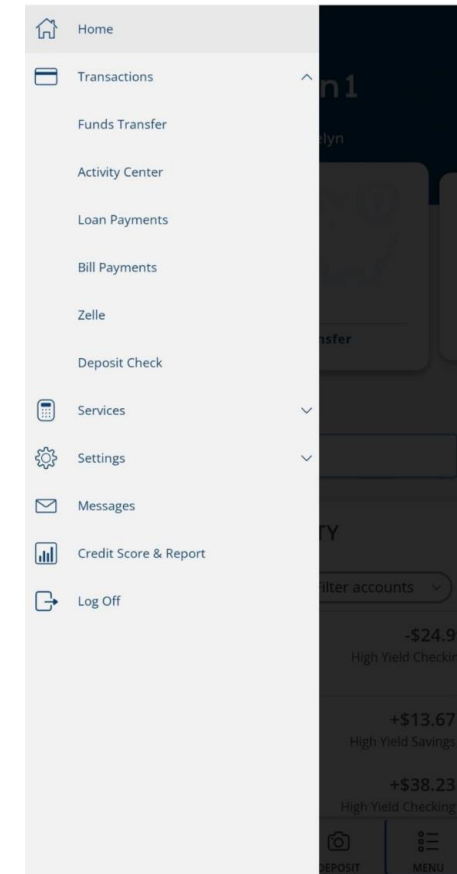
- ☐ Login to Digital Banking
- ☐ Select 'Transactions' from the 'Menu'
- ☐ Select the desired transaction type: Funds Transfer, Loan Payments, or Bill Payments

Statements

Credit Union 1 eStatements are available easily through Digital Banking, allowing you to access your statements anytime, anywhere.

- ☐ Select 'Services' from the 'Menu'
- ☐ Select 'eDocuments'
- ☐ Select which account(s) to enroll
- ☐ Confirm your information and accept disclosures

[eStatements | Credit Union 1](#)



Debit Card Information

If you have not received a debit card, please reach out to a CU1 team member.

Activate Your CU1 Debit Card Now

Begin using your new debit card Thursday, October 2.

Follow these steps to activate card:

1. Call number located on the debit card
2. Enter card number
3. Enter last 4 digits of social security
4. Debit card will then be activated



Manage Your Credit Card

If you have not already, you will need to **register for an account with EZCard Portal** to view and manage your credit card moving forward **starting on October 2**.

Ways to Manage Your Credit Card:

- EZCard portal can be found within Digital Banking after you login and go into manage your card section.

[EZ Card Login Portal](#)

Locate Your New Routing Number

Routing Number

Routing #271188081

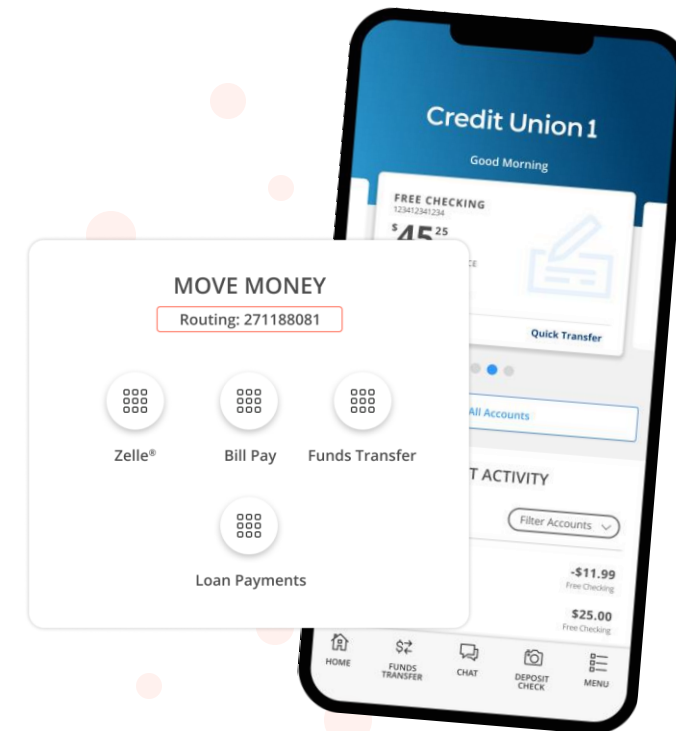
You can locate the routing number within digital banking by scrolling to the Move Money tile. Also, the routing number can be found at the bottom of cu1.com website.

Not Registered for Digital Banking? [Register for Digital Banking now.](#)

Download the CU1 Mobile Banking App



★★★★ 4.45 | 1,270 Ratings



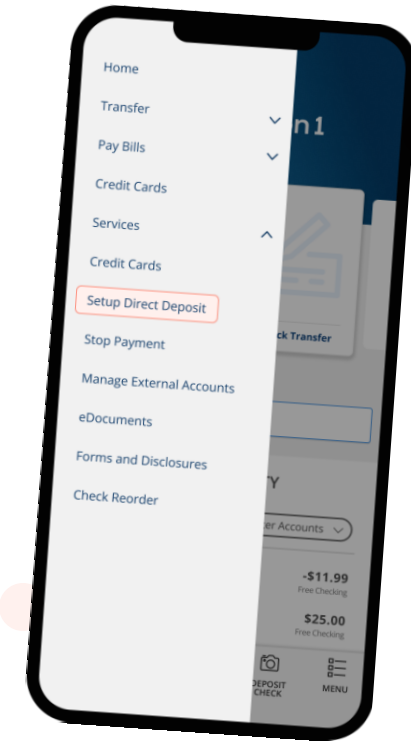
Locate Your New Account Number

Account Number

Your Account Number will change on October 2, 2025. Please update any external parties to use your new CU1 routing and account number for payroll deposits, ACH transactions, and loan payments.

Locate Your Account Number within Digital Banking:

- Login to Digital Banking
- Select 'Services' from the 'Menu'
- Then select 'Setup Direct Deposits'. On this screen you will have the option to use ClickSwitch to switch your Direct Deposit and ACH Transactions. Or scroll down to download the PDF.



How CU1 is Here to Help You!

Online Submission Form

Have a general question that's not urgent? Use the contact form on our merger landing page any time—it's a simple way to reach out, and we'll get back to you as soon as possible.

Submission Form: cu1.com/great-river-questions

Chat with Luna

For quick answers, Luna is available through our website chat. For more personalized help, log in to digital banking and chat with Luna while you're signed in—this helps us verify your identity and provide support tailored to your account.

Luna Voice (Phone Support)

Call our updated telephone banking line ([800-252-6950](tel:800-252-6950)) to interact with Luna by voice! She can guide you through self-service steps (and even send a helpful text) or connect you with the right team member for more in-depth help.

Learn More about Luna Voice: cu1.com/telephone-banking

Education Video Resources

- How to Register for Digital Banking
- How to Enroll in Online Bill Pay (for joint GR account members)
- How to use CU1 ATMs

You can begin enrolling in CU1 Digital Banking, Bill Pay, and products, starting October 2.

Visit cu1.com/how-to-videos to watch How-To Videos.



Thank You!

If you have any additional questions or concerns related to your account and the conversion, please feel free to request a callback by filling out the form on our merger landing page at **cu1.com/great-river**.