

ICCU & Credit Union 1 Merger Completion - What Is Next

Welcome to our post-conversion informational session of the recent merger from **ICCU to Credit Union 1**. Our goal is to ensure a smooth and seamless experience as we make this exciting move together.

Agenda

- Accessing ICCU Merger Landing Page
- Online Banking Log In
- Internal Payments in Online Banking
- Transfers to Online Banking
- Zelle
- Bill Pay
- Statement Location
- Activate Debit Card
- ACH (Routing & Account # Update)

Debit Card Information

For members who did not receive a debit card and need immediate access, please visit a branch. You can also contact us directly to have a card sent via free 2-day shipping. We ask you be patient with CU1 as branches, call centers, and chat will be busier than usual the first week post-conversion.

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 MyICCU Card App** to view and manage your credit card moving forward **starting on June 2**.

Ways to Manage Your Credit Card:

- MyICCU Card App can be found within Digital Banking after you login and go into manage your card section.
- [Apple App Link](#)
- [Google App Link](#)
- [MyICCU Browser Link](#)

Locate Your New Routing Number

Routing Number

Routing #271188081

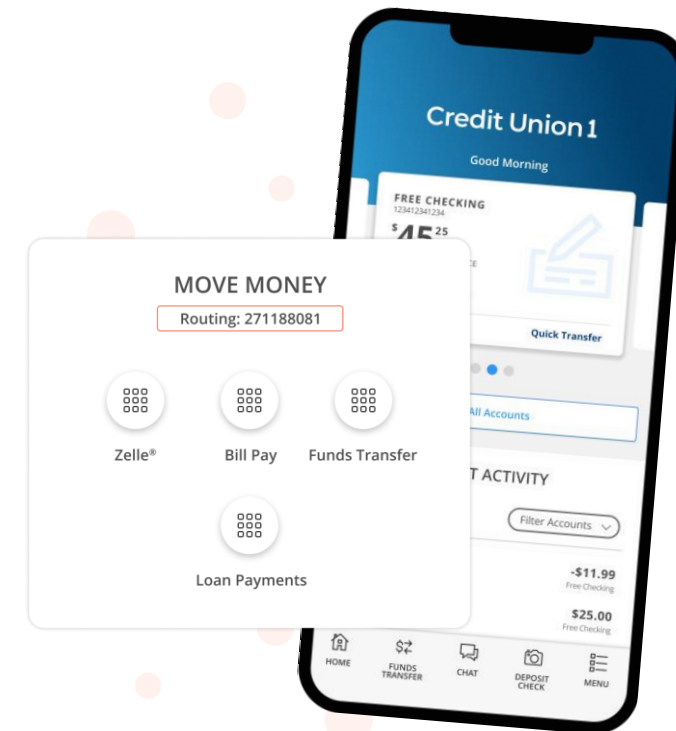
You can locate the routing number within digital banking by scrolling to the Move Money tile. Also, can be found at the bottom of cu1.com website.

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

Download the CU1 Mobile Banking App



★★★★ 4.45 | 1,270 Ratings



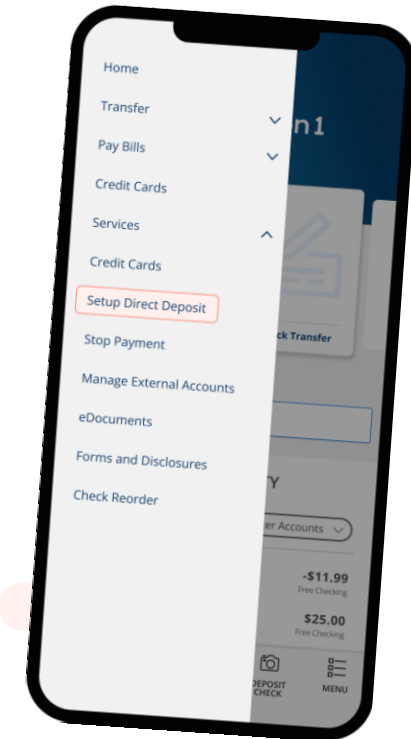
Locate Your New Account Number

Account Number

Your Account Number will change on June 1, 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/iccu-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

CU1 Website Resources

- [Video Resources \(How to Register for Digital Banking, How to Enroll in Online Bill Pay, How to use CU1 ATMs\)](#)
- [Digital Banking](#)
- [Debit Card Controls](#)
- [Online Bill Pay](#)
- [Zelle](#) – please note that it may take up to 24-48 hours for Zelle to be fully set up once you register for online banking

The cu1.com/ICCU landing page outlines additional resources and information specific to the merger.



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/iccu**.