

ICCU & Credit Union 1 Merger

– What Members Need to Know

Welcome to our informational session on the upcoming transition from ICCU to **Credit Union 1**. Our goal is to ensure a smooth and seamless experience as we make this exciting move together.

CU1

Agenda

- Important Conversion Dates
- Debit Card Information
- Manage Credit Card
- Locate New Routing & Account Number
- How CU1 is Here to Help You!
- Education Video Resources
- Post-Conversion Member Webinar

Important Conversion Dates

Thursday, May 29

- Last Day to Access ICCU's Bill Pay
- Last Day to use ICCU Debit Card

Saturday, May 31 – Sunday, June 1

- ICCU Branches Closed
- ICCU System Conversion
- Final Statement from ICCU

Friday, May 30

- Early Branch Closure of 3 PM
- Last Day to Use ICCU Digital Banking
- Begin Using New CU1 Debit Card

Note: You will receive your new debit card during the week of May 19. While you may activate it upon arrival, it will not be usable until **May 30**.

Monday, June 2

- Post-Conversion Webinar at 8 AM

Note: Register for this webinar by visiting cu1.com/iccu

- Branches Opening at 9 AM
- Enroll in CU1 Digital Banking and Bill pay
- Begin Using New CU1 Routing & Account Number



Debit Card Information

Receive Debit Card the week of May 19

Activate Debit Card Prior to May 30th

This can prevent being without a debit card in case you run into issues.

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

Start Using CU1 Card on Friday, May 30th



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

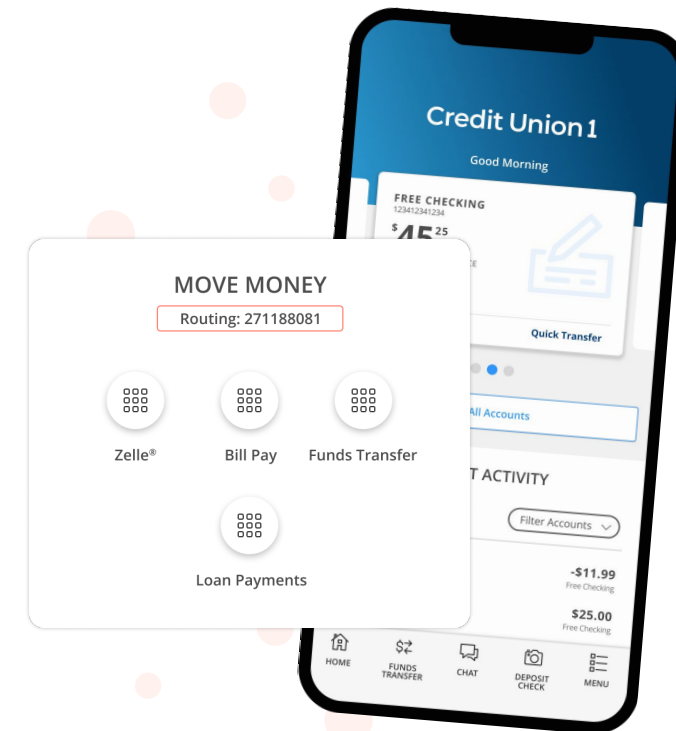
You can locate the routing number within digital banking by scrolling to the Move Money tile. Also, can be found at the bottom of cu1.com website.

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

Download the CU1 Mobile Banking App



★★★★ 4.45 | 1,270 Ratings



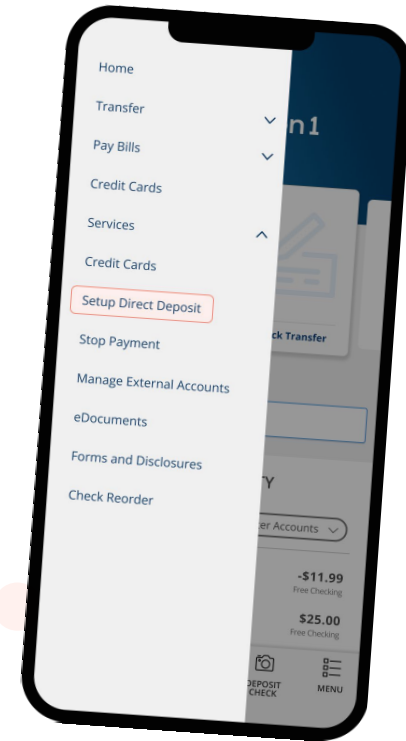
Locate Your New Account Number

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

Education Video Resources

- How to Register for Digital Banking
- How to Enroll in Online Bill Pay
- How to use CU1 ATMs

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

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



Post – Conversion Member Webinar

June 2 at 8 am CST

Registration can be found on the merger landing page,
cu1.com/iccu beginning on Tuesday, May 20.

What the webinar will cover:

- Accessing Landing Page
- Online Banking Log In
- Internal Payments in Online Banking
- Transfers in Online Banking
- Zelle
- Bill Pay
- Statement Location
- Activate Debit Card



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**.