

Greetings,

We are pleased to see so many members making the most of Broadview's financial services. If you're taking advantage of great certificate rates and additional branches, that's wonderful! More benefits are coming.

This year we're adding popular features to help you save time and money, once banking systems are fully integrated. Before then, you'll notice CAP COM branch ATMs become Broadview blue, followed by signs and interiors.

In the meantime, keep banking as usual. We're here to support you along the way! Look for more details to arrive by mail and email in the coming weeks, and on our website.

You can see an outline of **what to expect**, plus a few simple **things you can do now** on the enclosed overview.

Our roots in this community run deep with decades of service to members and outreach to neighbors in need. We're excited to keep expanding benefits and contribute to your prosperity.

Your satisfaction with our financial services will continue to be our measure of success. On behalf of all of us, thank you for banking with Broadview.

Sincerely,
Member Support

This is intended for every CAP COM member in your household.

Building on our
experience to
serve you better



Information & Updates

Visit the
Member Resource Center
broadviewfcu.com/capcom



Questions? Let's talk
Visit any Broadview or CAP COM
branch or call us at 800-634-2340

What to expect after banking systems are integrated

✓ STAYING THE SAME

Continue using

- ✓ CAP COM Visa® cards (debit, credit)
- ✓ CAP COM paper checks
- ✓ Automatic debits and credits (ACH)
- ✓ Scheduled internal transfers to your accounts
- ✓ Scheduled external transfers to accounts elsewhere
- ✓ Direct deposits, i.e. paychecks, Social Security (ACH)
- ✓ Nearly all financial products

Bank as usual

- Will keep working
- Will keep working for payments
- Will post to your account as always
- Will continue as scheduled
- Will continue as scheduled
- Will continue as scheduled
- Will be the same

+ ADDED BENEFITS YOU MIGHT LIKE

You might like

- + Full banking services
- + Live events and online learning
- + Free credit score
- + 24/7 live chat

How to access

- At all 60+ Broadview branches
- Via our Financial Well-Being services
- In Broadview online banking
- On Broadview website

Here for you

Please reach out to us if you need assistance.



Call
800-634-2340



Visit
Any branch



Go To
broadviewfcu.com/capcom

What's ahead



Starting now

New Broadview signs will be installed at CAP COM branches and ATMs.



Coming soon

After the full banking system integration is complete, **continue using your CAP COM debit cards, credit cards, and checks** (see other side for details). We'll keep you informed and be here to support you along the way.

TWO THINGS YOU CAN DO TO BE READY



Update your contact information

Please confirm your contact information so you receive communications

- **In online banking**, log in and select Data Check (in top blue bar) or My Settings (at top of screen)
- **In the mobile app**, it's under More
- **Don't use digital banking?** Call us at 800-634-2340 or visit any Broadview or CAP COM branch for assistance



Nickname your accounts

When banking systems are integrated as Broadview, primary account holders will be able to see individual and joint accounts under one login in online banking. Please nickname your accounts, so you can identify each one more easily. Log in to your online account(s) from a browser (sorry, not the mobile app):

1. Click **Settings** above your list of accounts
2. Nickname each account in the **field at the right**
3. When finished, click **Go to My Accounts**

Watch your mailbox and email

More info is coming! The Member Resource Center is your online source for up-to-date information. Please visit and bookmark broadviewfcu.com/capcom.

