



Palmetto Trust  
A Division of Self-Help CU

# SYSTEM CONVERSION

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Effective  
**June 3**



Dear member,

It's been seven months since Palmetto Trust merged with Self-Help CU on September 1, 2018, becoming *Palmetto Trust, A Division of Self-Help CU*. The next phase in our integration with Self-Help CU is to convert all of our membership and account service systems to those of Self-Help CU. The conversion will run from close of business Thursday, May 30 until the morning of Monday, June 3. Over the next six weeks you can expect to receive a number of mailings containing important information about the conversion, in addition to this booklet.

Contained in this booklet is key information about how this conversion will impact you. Future mailings will include account disclosures, information about new account logins and your new member number. Please be on the lookout for those mailings between now and the end of May.

In the meantime, please review your membership and account records to make sure that we have your most current and accurate contact information (mailing address, email address, telephone numbers), etc. Please notify us if there are changes that we need to make to your member record.

On behalf of the Palmetto Trust team, I want to thank you for taking this journey with us as we continue to grow as a credit union. We greatly appreciate your membership and support. Lastly, I apologize in advance for any inconvenience this conversion may cause. Thank you!

Sincerely,

*Lucile Beckwith, president*  
Palmetto Trust, A Division of Self-Help CU



# CONTACT INFORMATION

For answers to questions regarding this conversion, and for all other Palmetto Trust member service questions, please continue to contact Palmetto Trust between now and the Monday, June 3 completion of the system conversion.

## Palmetto Trust

[www.paltrustcu.coop](http://www.paltrustcu.coop)

**Bush River Road** - 1724 Bush River Road (803) 750-7999

**Main** - 1835 Assembly Street, Suite 870 (803) 252-0258

### Hours

Mon, Tues, Wed, Thurs & Fri -- 9:00 AM to 1:00 PM  
Mon, Tues, Thurs, Fri -- 3:00 PM to 5:00 PM

### Hours

Mon, Tues, Thurs, Fri -- 9:00 AM to 3:30 PM  
Wed -- 9:00 AM to 1:00 PM

### Drive-Up Window

Mon, Tues, Thurs, Fri -- 9:00 AM to 5:00 PM  
Wed -- 9:00 AM to 1:00 PM

### Mailing Address & Toll-Free Number

Palmetto Trust, A Division of Self-Help CU  
PO Box 2028  
Columbia, SC 29202-2028

1-800-252-0258

After Monday, June 3, you may contact Self-Help CU with member service questions, and for help with most products and services. Until that time, Self-Help CU staff will not be able to assist you.

# KEY DATES

## THURSDAY, MAY 30 (5 PM) START OF CONVERSION

**Thursday, May 30 at 5 PM** (Eastern Time) access to *My Account* (online banking) will end.

**Friday, May 31 at 6 PM** (Eastern Time)  
Access to all other **Palmetto Trust** products & services will be discontinued. This includes:

- Website
- Statements (including e-Statements)

## MONDAY, JUNE 3 (8 AM) COMPLETION OF CONVERSION

**Monday, June 3 at 8 AM** (Eastern Time) access to all **Self-Help CU** products & services will be available to you. This includes:

- Website & Online Banking
- Statements (including e-Statements)
- Mobile Banking
- Branch Networks (many more choices)

# NEW MEMBER NUMBER

## MEMBER NUMBER CHANGE

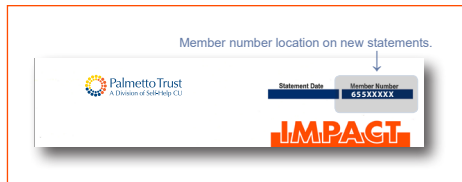
A new 8-digit member number will be created to replace your current member number. Your new member number will be mailed to you in mid-May, approximately two weeks before the Monday, June 3 completion of the system conversion.

655 will be added to your current Palmetto Trust member number to create your new 8-digit member number.

655XXXXX

Your current member number will be included as part of your new 8-digit member number.

If your current member number is less than five digits, then zeroes will be added to create an 8-digit number.



# NEW ACCOUNT NUMBERS

## Account Numbers Will Change

Your new account ID numbers will consist of your new 8-digit member number plus the current sub-account number. For example: If your current member number is **1234**, and your checking sub-account number is **10**, then your new checking (draft) account number will be **6550123410**.

**FYI: The "00" sub-account number for Prime Share savings accounts will change to "99"**

## Electronic Transactions (ACH)

On or after Monday, June 3, please update your account information with any merchant that transacts electronically on your Palmetto Trust accounts (automatic deposits and/or withdrawals, etc.). The updated account information should include Self-Help CU's routing number **253184841**, along with the new account number. **Please do not make these changes any earlier than Monday, June 3.**

### Grace Period

We will continue to accept transactions with the Palmetto Trust routing number and account numbers for a period of 90 days after conversion (until Sept 1, 2019).

## New Checks

Your existing checks (if applicable), will be replaced with new checks that contain Self-Help CU's routing number and your newly issued account number. One box of free checks will be made available to each existing active Palmetto Trust checking accountholder before Monday, June 3. Any future/additional check orders will be the responsibility of the checking accountholder.



# ACCOUNT STATEMENTS

Everyone will receive a statement for the period ending May 31 (this includes account-holders on a quarterly statement period). This statement will be delivered to you in your currently elected format (paper or electronic). After the May 31 statement, all future statements will continue on their normal schedule. Beginning with the June month-end statements (issued in early July) you will notice a new logo and color scheme design.

## ELECTRONIC STATEMENTS (e-Statements)

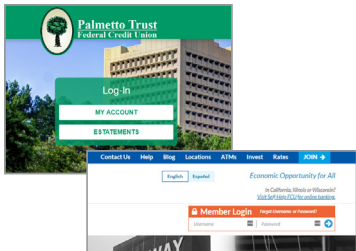
**Re-enrollment Required.** Current e-statement recipients must re-enroll after the conversion in order to continue to receive e-statements. Re-enrollment must be done through Self-Help CU's e-statement platform (via Self-Help CU online banking). Online banking login information will be mailed to you before the Monday, June 3 conversion completion.

**Transfer of e-Statement Archive Files.** As part of the conversion, up to 18 months of your Palmetto Trust e-statements will be transferred to the Self-Help CU e-statement platform. Once you complete the re-enrollment process through SHCU online banking, archived e-statements will be available to you.





# ONLINE SERVICES



## SHUTDOWNS

### Thursday, May 30

Online banking (*My Account*) will be permanently disabled at 5 PM (Eastern Time). At that time, your access to online banking and e-statements, via that platform, will end.

### Friday, May 31

The Palmetto Trust website will be replaced by Self-Help CU's website at 6PM (Eastern Time). After that time, when you log onto the Palmetto Trust website you will be automatically redirected to the Self-Help CU website ([www.self-help.org](http://www.self-help.org)).

## START-UP

By Monday, June 3, at 8 AM (Eastern Time), you may begin using the online services of Self-Help CU. This includes online banking, audio banking, mobile banking, etc. **You will receive your new username and password information, and other log-in information, for Self-Help CU online services in a mid-May mailing. Please contact Palmetto Trust if you do not receive the mailing before the last week of May.**

You will not be able to access online services during the conversion period. However, you may browse the public pages of Self-Help CU's website.

# LOAN PAYMENT METHODS

## FEE-FREE OPTIONS

### **Self-Help CU Online Banking & Mobile Banking**

Transfer funds from your Self-Help CU savings or checking account with Self-Help CU's online banking and/or mobile banking tools.

### **Automatic Recurring Transfers**

Set up recurring transfers from your Palmetto Trust savings or checking account or an account you may have at another financial institution to make your loan payments. Contact Palmetto Trust for assistance.

### **Self-Help CU Audio Banking**

Call 866-708-0694 toll-free, 24/7. Your new member number and password access code will be required.

### **In-Branch**

Make loan payments at the Palmetto Trust main and Bush River Road branches.

**CONVENIENCE-FEE OPTIONS** - Charges: (1) **\$4.95** for payments made using a debit card. (2) **\$3.00** for payments made using an e-check.

### **Self-Service Payment**

Use Self-Help's online self-service loan payment site to make loan payments with funds from your account at another financial institution using an e-check or your debit card linked to that account.

### **Pay by Phone**

Call Self-Help CU's Member Service Center at (800) 966-7353 Monday through Friday between 9 AM and 5 PM (Eastern Time). Pay with your debit card or by e-check from a checking or savings account at another financial institution.

**Credit card payment options remain unchanged: Online, mail and in person at the Main or Bush River Road branches.**

# CARDS & PINS

## DEBIT & CREDIT CARDS

- Active Palmetto Trust debit and credit cards will continue to function during and after the conversion.
- No changes to cards or PINs will occur.

## CREDIT CARDS

### Terms & Conditions

Palmetto Trust credit card terms & conditions will remain the same for now.

### Online Access

Online access to credit card accounts will change:

- Access to **My Account** will end Thursday, May 30 at 5PM (Eastern Time)
- A mid-May mailing will contain specific instructions for online access of your credit card account anytime on or after Monday, June 3.



# OUR NEW LOGO

Our new logo blends the Palmetto Trust name with the brilliant tri-colored “community circle” used by all entities within the Self-Help family. The term “A Division of Self-Help CU” has been added to convey that Palmetto Trust is now part of Self-Help Credit Union.



We've already begun to display our new logo. We will continue to transition to our new look over time on marketing materials and advertising, in member communication, through new branch signage, etc.

Palmetto Trust now shares its identity with an array of affiliate entities across the U.S. that contribute to the mission of Self-Help, which is to **“Create and Protect Ownership and Economic Opportunity for All.”** Please visit the Self-Help CU website at [www.self-help.org](http://www.self-help.org) to learn more about Self-Help CU, Self-Help Federal CU, the Center for Responsible Lending, and all of the other mission-driven components of Self-Help.



# ACCOUNT DISCLOSURES

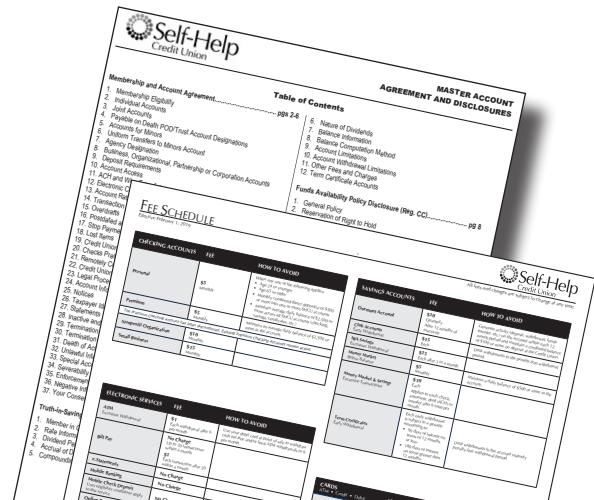
At April month-end, we will be mailing to you the new account disclosures and fees of Self-Help CU. The new fees and account disclosures take effect on June 1.

## DISCLOSURES:

- Privacy Policy
- Master Account Agreement and Disclosures booklet containing:
  - Membership & Account Agreement
  - Truth-in-Savings Disclosure
  - Funds Availability Policy Disclosure
  - Electronic Funds Transfer Agreement
  - Right to Receive Documentation

## FEES:

See the OUTGOING/INCOMING comparison pages of this booklet for details regarding some of the differences between the current Palmetto Trust fees and those of Self-Help CU.



# NEW PRODUCTS

Available on or after the  
June 3 system conversion.

## HEALTH SAVINGS ACCOUNT (HSA)

Contribute pretax or tax-deductible dollars to this account, and use the funds in this account to pay for qualified medical expenses. Unused funds roll over from year to year, and account balances earn interest at a competitive rate. A high-deductible health plan is required with this account. Talk with your employer to see if you qualify.

### HSA Debit Card

A debit card is available with your HSA. Use the card to make payments for qualified medical expenses at doctors' offices, pharmacies or anywhere medical supplies are sold. The HSA debit card is not intended for transactions at ATMs.

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## HOME LOANS

Later this year we will begin to offer a variety of home loan options including first-time homebuyer financing, existing home refinancing, mobile home loans, investment property purchases, home equity loans, etc. There will be a delay of several months between the launch of the system conversion and when we begin to offer home loans. Look for more information about the launch of our home lending products sometime later this year.

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# NEW SERVICES

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Available on or after the  
June 3 system conversion.

## **BILL PAY**

Use Self-Help CU's online banking platform via the Self-Help CU website ([www.self-help.org](http://www.self-help.org)) to access a convenient online bill pay service. There's no charge for the first 20 transactions within a month. There's a \$1 fee for each transaction, thereafter, within a month. You will need to have a Palmetto Trust or Self-Help CU checking account to use this bill pay service.

## **MOBILE BANKING**

Self-Help CU's mobile banking app will be available to all Palmetto Trust members for download to iPhone and Android smart phones and tablets. Use the app to check account balances, pay bills, transfer funds, etc. Other features include mobile check deposit, account activity alert programming, branch and ATM finder functions, and Touch ID login authentication with devices equipped to perform that function.

## **AUDIO BANKING**

Call from anywhere to get account balance information, review cleared checks, transfer funds, make a credit union loan payment, etc. Simply dial the toll-free number (866-708-0694) to get information about your account, anytime on or after conversion. This service is password protected. Access information will be provided in a future mailing.

## **DEPOSITS AT ATMs**

Beginning June 3, make deposits into your Palmetto Trust savings and/or checking accounts at any Self-Help CU deposit-taking ATM.

## Outgoing

Account Policies ▪ Fees ▪ Charges

### MEMBERSHIP SHARE

Maintain \$25 minimum balance in Prime Savings account.

### SAVINGS & MONEY MARKET ACCOUNTS: EXCESSIVE TRANSACTIONS

A \$5 fee is charged per excessive transaction after 12 transactions in a year when the account holder does not have a checking account. No excessive transaction fee on savings accounts when the account holder also has a checking account.

### PERSONAL CHECKING ACCOUNT MAINTENANCE FEE

No monthly maintenance fee.

## Incoming

Account Policies ▪ Fees ▪ Charges

### MEMBERSHIP SHARE

Maintain \$5 in any deposit account. No specific account type is required first.

### SAVINGS ACCOUNTS & MONEY MARKET ACCOUNTS: EXCESSIVE TRANSACTIONS

A \$10 fee (per transaction) is charged each month when certain transaction activity exceeds six transactions within a month.

### PERSONAL CHECKING ACCOUNT MAINTENANCE FEE

A \$5 monthly maintenance fee is charged unless the account holder meets one of the following exceptions:

- Account holder has at least \$2,500 on deposit across all accounts, or monthly direct deposits of \$500 combined across all accounts.
- Account holder is 25 or younger, or 64 or older.



## Outgoing

Account Policies ▪ Fees ▪ Charges

### CHECK HOLD POLICY

When holds are placed on a check, the length of the hold is usually determined by the deposited check type.

### CHECK ORDERS & REORDERS

One box of free checks at account opening. Account holders pay for all check reorders. Checks are always free for money market accounts.

### CLUB ACCOUNTS (HOLIDAY & VACATION)

Holiday Clubs: Funds are made available for withdrawal at a specific time each year. Early withdrawals result in a long-term temporary account freeze and a \$25 fee.

Vacation Clubs: Four free withdrawals are permitted each quarter. Withdrawals of five or more within a quarter result in a six month account freeze and a \$15 fee for each excessive withdrawal.

## Incoming

Account Policies ▪ Fees ▪ Charges

### CHECK HOLD POLICY

In most cases, holds will be placed on deposited checks. Hold lengths will be determined by the type of check being deposited and regulatory policy (Funds Availability). Contact your local branch regarding specific hold policies.

### CHECK ORDERS & REORDERS

One box of free checks per year for members who are 62 years of age and older. Otherwise, account holders pay for all check orders including new checks and check reorders.

### CLUB ACCOUNTS (HOLIDAY & CUSTOM)

Free withdrawals are permitted within a pre-defined withdrawal period. Outside of the withdrawal period, a \$15 fee is charged on each additional withdrawal.



**Do not attempt to use the services of Self-Help CU until after the completion of the system conversion.**

Contact your home branch of Palmetto Trust with any questions or comments regarding the upcoming system conversion.

**Bush River Road**

1724 Bush River Road  
(803) 750-7999

**Main**

1835 Assembly Street, Suite 870  
(803) 252-0258

**Mailing Address**

Palmetto Trust - A Division of Self-Help CU  
Post Office Box 2028  
Columbia, South Carolina 29202-2028



[www.self-help.org](http://www.self-help.org)





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Thank you for your membership. We look forward to continuing to serve you!



We are an equal opportunity lender. Member deposits are federally insured up to \$250,000 by the National Credit Union Administration.

