

System Conversion

Effective Monday, March 2, 2026

This is your third, and final, notice regarding the upcoming conversion to Self-Help CU's products and services. The information in this notice provides specifics on how to access Self-Help CU's online banking site and other remote services. **You may start accessing Self-Help CU's remote services anytime on or after Monday, March 2, 2026.**

KEY DATES & ACTIVITIES

The process of converting to Self-Help CU's products and services will begin on Friday, February 27, 2026.

Your access to Self-Help CU's products and services begins on Monday, March 2, 2026.

NOTE: Effective Monday, March 2, 2026, our Gainesville branches will begin operating under the following new hours: **9AM - 5PM Monday through Friday** for lobby and drive-up service.

FRIDAY, FEBRUARY 27	MONDAY, MARCH 2
<ul style="list-style-type: none"> We will permanently disable member access to Alliance CU online banking, mobile banking, Bill Pay and e-statements. The Alliance CU website will permanently redirect to the Self-Help CU website. Card transaction limits for Alliance CU debit cards will be temporarily reduced over the weekend. 	<ul style="list-style-type: none"> Begin using your new member number, your new account numbers, and all Self-Help CU remote services. Start accessing all Self-Help CU products and services. Access any branch of Self-Help CU to conduct credit union business. Normal transaction limits will be restored for Alliance CU debit cards.

YOUR NEW MEMBER NUMBER

Beginning on Monday, March 2, 2026, you must begin using your new 8-digit member number. Please follow the guidance below to construct your new member number. For your privacy, your entire new member number does not appear here, and it will not appear in print in any of the mailings we send to you.

◀ 2 digits

◀ 3 digits

◀ 4 digits

◀ 5 digits

◀ 6 digits

HOW TO CONSTRUCT YOUR NEW MEMBER NUMBER:

- Determine if your current Alliance CU member number is a 2-, 3-, 4-, 5-, or 6-digit number.
- Select the template on the left that contains the same number of blanks as the number of digits of your current Alliance CU member number.
- Fill in the blanks with your current Alliance CU member number to create your new 8-digit member number.

Begin using your new member number on Monday, March 2, 2026.

LOG IN INFORMATION FOR ONLINE BANKING & MOBILE BANKING

Anytime on or after Monday, March 2, 2026, you may begin using your new username and passwords to access Self-Help CU's remote services. Remote services include online banking, mobile banking, e-statements, and Bill Pay. **Member access to Alliance CU remote services will be permanently disabled at 6 PM on Friday, February 27, 2026.**

Use your new username and temporary password the first time you log into any Self-Help CU remote service. Once you successfully log in, you will be prompted to change your password. You will also be prompted to establish answers to security questions.

USERNAME

All eight digits of your new member number.

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PASSWORD (TEMPORARY)

The last four digits of the **primary member's** Social Security Number, Individual Taxpayer Identification Number or Employer Identification Number.

PASSWORD REQUIREMENTS FOR ONLINE BANKING & MOBILE BANKING

Passwords must be 8 to 16 characters long, and contain 3 of the following 4 character sets:

- **Lowercase letter**
- **Uppercase letter**
- **Symbol**
- **Number**

Self-Help CU's online banking and mobile banking platforms are designed to utilize the same login credentials. Therefore, the username and password you establish for one will serve as your login credentials for the other.

ONLINE BANKING

Use online banking to access account information, e-statements, Bill Pay, and more.

BILL PAY ACCESS USING THE WEBSITE:

- Log into online banking from the home page of the Self-Help CU website (self-help.org).
- Click the *ONLINE SERVICES* tab.
- Select the *BILL PAY* option.

MOBILE BANKING

Download the Self-Help CU mobile banking app by selecting the blue Self-Help CU icon.



Mobile banking features include:

- Mobile Bill Pay.
- Mobile check deposit.
- Funds transfer.
- Account transaction activity alerts.
- Branch and ATM locator function.

BILL PAY ACCESS USING THE MOBILE BANKING APP:

- Click the *SERVICES* at the bottom of the screen.
- Select the *BILL PAY* option.



NEW SERVICE

AUDIO BANKING

Starting Monday, March 2, use your phone to access account balance information, monitor account transaction activity, request a withdrawal by check, transfer funds, make Credit Union loan payments, and more!

Dial 866-708-0694 to access the service. Enter your new member number and your temporary four-digit PIN (See the temporary password explanation above). Follow the audio commands to be instructed on how to create a permanent password.

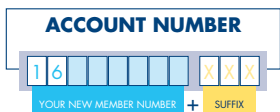
REMINDERS

& Possible Member Action Items

Please refer to the previously mailed booklet for more details on all of the information below.

ACCOUNT NUMBERS

Self-Help CU's account numbers consist of the combination of your new 8-digit member number followed by the 3-digit suffix number associated with each of your accounts. On or after March 2, the Self-Help CU online banking site will be where you can find the new 3-digit suffix numbers associated with your accounts (along with a partial display of your new account numbers).



The **ACCOUNT NUMBER** is the MEMBER NUMBER + the SUFFIX.

NOTE: Use 099 as the new suffix for your primary savings account.

DIRECT DEPOSITS & AUTOMATIC PAYMENTS (ACH)

If you have ACH transactions into or out of your Alliance CU accounts, then on or after Monday, March 2, you will need to update those arrangements with your new account number(s) and the Self-Help CU routing number.

Self-Help CU Routing Number: **253184841**

REMOTE SERVICES (ONLINE BANKING, MOBILE BANKING, ETC.)

Member access to Alliance CU remote services will be permanently disabled at 6 PM on Friday, February 27, 2026. You may begin using Self-Help CU's remote services anytime on or after Monday, March 2, 2026.

WEBSITE

The Alliance CU website will no longer be available after 6 PM on Friday, February 27, 2026. At that time, the Alliance CU website will permanently redirect to Self-Help CU's website. On Monday, March 2, 2026, you may use the Self-Help CU website to access your new remote services.

BILL PAY

Member access to Alliance CU's Bill Pay service will be permanently disabled at 6 PM on Friday, February 27, 2026. Members with existing Bill Pay set-ups will have their set-ups automatically transferred to the Self-Help CU Bill Pay platform for access anytime on or after Monday, March 2, 2026.

CARDS

All active Alliance CU debit and credit cards will continue to function as normal after the completion of the system conversion. However, please expect a temporary reduction in card transaction limits during conversion weekend. At that time, please plan to have access to cash or some other way to make purchases and conduct transactions. We apologize in advance for any inconvenience this may cause.

Payment methods for Alliance CU credit cards:

By Phone: (855) 349-2449

Electronically: The *eCustomer Service* link will be available via online banking.

By Mail: ACU Card Services, P.O. Box 2711, Omaha, NE 68103-2711

In-Branch: Gainesville branches.

IMPORTANT: If you have a credit card associated with a HELOC, then you will receive a separate notice regarding that card and how to make payments.



REMINDERS

& Possible Member Action Items

Please refer to the previously mailed booklet for more details on all of the information below.

ACCOUNT STATEMENTS

In early March, all Alliance CU members will receive a printed and mailed statement for account activity that has occurred since your last statement period. This includes Alliance CU members who currently receive e-statements. No more Alliance CU e-statements will be issued.

E-Statements. If you are interested in receiving e-statements after the conversion, then you must enroll in Self-Help's CU e-statement service on or after Monday, March 2, 2026. This enrollment requirement applies to all members, including anyone currently registered to receive Alliance CU e-statements. Currently e-statement recipients will not be automatically enrolled in Self-Help CU's e-statement service. If you do not enroll to receive Self-Help CU e-statements, then you will receive paper statements.

Mailed Statements. If you currently receive your Alliance CU statement in the mail, then you will continue to receive mailed statements.

E-Statement Archives. Alliance CU statement archive files - from April 2025 to the present - will be transferred to the Self-Help CU e-statement platform for member access. For future access to older Alliance CU e-statements we encourage current e-statement recipients to manually retrieve and retain the desired statements before access is permanently disabled at 6 PM on Friday, February 27, 2026.

EXPANDED BRANCH ACCESS

On or after Monday, March 2, 2026, all Self-Help CU branches in Florida, Georgia, North Carolina and Virginia will be available to you for member service. All branch locations are listed on the Self-Help CU website (self-help.org).

New HOURS OF OPERATION for Gainesville branches: Effective Monday, March 2, 2026, our Gainesville branches will begin operating under the following new hours: **9AM - 5PM Monday through Friday** for lobby and drive-up service.



Member Services
(352) 372-8225

ALSO AVAILABLE STARTING MARCH 2



Contact Center
(800) 966-7353
Hours: Mon-Fri 7AM - 6 PM & Sat 9 AM - 5 PM