

You spoke. We listened. Now it's happening.

Interra is committed to providing the best products and services for your needs. In a time when the convenience of technology at one's fingertips is even more important than ever, the updates to our online banking keeps banking in the palm of your hand with improved customization for your wants and needs.

These new updates will occur on May 18th allowing for an all-in-one online banking and mobile experience. New features include:

- Streamlined and intuitive dashboard
- Card control for your debit and credit cards
- Enhanced **Personal Financial Management** (PFM) tools including setting savings goals, financial health checkup and free credit score with SavvyMoney[®].
- Control your card security
- Set account balance notifications
- Connect your accounts with other financial institutions
- And so much more!

We're confident you'll enjoy the new features. With all updates, we have to get through some "housekeeping" first. Here are some important tips to assist you through this update process.

Timing is important.

In order for the updates to process effectively, **online banking, bill pay and mobile banking will be unavailable beginning at 11:00 am on Monday, May 17th** until the updates are completed around **11:00 am on Tuesday, May 18th**.

QuickBooks and Quicken may take a few days to recognize the updates.

This means they will be temporarily unavailable 3-5 days after the update occurs. You are encouraged to complete a data file backup and final transaction download by Monday, May 17th.



Keep your username and password.

Your username and password will remain the same. The first time you log into your updated online banking, simply use your current username and password. However, for an additional level of security, you may be directed to **update your password so that it contains at least 12 characters, upper and lower case lettering and a number.**

Username
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More information is available.

We have more information available for you regarding this update including details about alerts, scheduled transfers, and other actions you may need to take in order to not disrupt your financial functions. Visit www.interracu.com/onlinebanking to find a detailed FAQ. More information will also be sent via email to our current online banking users.



Mobile app will look different.

If your smartphone is set up for automatic updates, starting on May 18th you'll notice a revised mobile app icon. (It has a black background with Interra's "IN".) If your phone does not automatically update, you'll need to download the new app on May 18th from your phone's app store. The "I'm IN" app will no longer work beginning May 17th.



Be sure we have your correct contact information!

We'll have more important information to share with our online banking users throughout the next few weeks. In order to stay in touch, **please be sure your email and contact information** is accurate and up to date with Interra. You may check this information in your online banking or by contacting Interra's Member Services at 574-534-2506.



Best Summer Ever! Loans of fun.



Now is the perfect time to buy that motorcycle, boat, jet ski, RV, ATV or other fun toy you've been eyeing. Have the best summer ever with a recreational loan from Interra Credit Union. Take out a new loan or refinance your loan from another institution between May 3rd and May 31st, 2021 and no payment will be due for 90 days from the loan closing date.¹

It's fast and easy, too:

- Choose your new ride today.
 - Apply for your loan online, in-person, on the phone or at participating dealerships.
- For more information or to schedule an appointment, contact Interra through our online appointment scheduler or call 574-534-2506.

¹90-day deferred payment promotion available for new recreational vehicle loans only. Current Interra loan refinances are not eligible. Interest will begin accruing the date the loan is funded.

Open Your Home To New Possibilities

Are you looking for ways to finance your new business, pay school debt, or even remodel your kitchen? Tap into the equity in your home and do almost anything with Interra's Home Equity Line of Credit (HELOC).



New possibilities are waiting. Look to the trusted professionals at Interra to help you every step of the way.

Apply today!

- Online at interracu.com/personal/loans/home-equity-line-of-credit
- Call Interra at 574.534.2506 or visit one of our offices.

Memorial Day

Honoring All Who Have Served
All Interra offices will be closed Monday, May 31.



We're still here for you, 24/7!

- Call Interra, day or night, at 574.534.2506 – even on weekends and holidays.
- Use Interra Online Banking, the mobile app and ATMs.

Refer A Friend - for \$25

Some things are meant to be shared.

Spread the word about Interra Credit Union as the financial institution you know and trust. Then, encourage your family, friends and coworkers to make the switch. Just go to interracu.com/friend for more information or text the word "FRIEND" to 574.534.2506.²

We'll pay you \$25.00 for the kind referral and your friend or family member can receive up to \$40!

²Refer A Friend (RAF) incentive for new member relationship with Interra Credit Union, age 18 and older; no previous relationship within the last six months and no previous losses to the Credit Union. RAF \$25 incentive will be deposited into referring member's account within 60 days of the new account opening. Referred members must meet checking account eligibility and account opening criteria, including \$25 minimum opening deposit. If qualifications are met, the referred new account could receive up to \$40 RAF incentive within 30 days of account opening with debit card and first direct deposit of \$100 or more. Direct deposit must be made within 60 days of account opening. RAF incentive will be reported as dividend income. Maximum 10 RAFs annually. Terms and conditions of this offer, including its termination, may change without prior notice. Text and data rates may apply.

Shred-It Days June 4 & 5, 2021

Interra Credit Union is holding their annual Shred-It Days. This event highlights the importance of proper and safe disposal of information that can compromise your accounts or your identity.



Here is the schedule:

Friday, June 4 9:00 to 11:00 am and 1:00 to 3:00 pm.
Saturday, June 5 9:00 to 11:00 am.

Location: Interra main office, in the Powerhouse parking lot, just southwest of the office.

FREE! Each member may have up to 50 pounds shredded FREE, regardless of the number of accounts he or she has. It's only 20 cents per pound thereafter. In 2020, members had almost 21,000 pounds shredded!

A benefit of membership! Shred-It Days are for Interra members only. Please bring your member card, checkbook, debit card or other evidence of membership.

What should you shred? Old documents and medical records; tax records; financial, credit card and investment statements and receipts; pre-approvals and other mail solicitations; computer discs and CDs; pay stubs; expired ID cards; leases and contracts; expired credit cards, etc. It's okay to shred paper clips, staples, manila folders, duplicate check copies, old checkbooks and deposit books.

Please don't bring: Garbage, three-ring binders, cardboard, plastic or metal. (The credit union and/or Mountain High Shredding reserve the right to refuse unacceptable items.)

Get connected today!



Hours and Locations

Visit interracu.com/hours-locations
or call 574.534.2506 or 888.432.2848



EQUAL HOUSING OPPORTUNITY



AMERICAN SHARE INSURANCE Your savings insured to \$250,000 per account. By members' choice, this institution is not federally insured.

NMLS #: 623379

