

## **IMPORTANT INFORMATION—MOST FREQUENTLY USED SERVICES**

Dear EquiShare Credit Union Member:

We are excited about the upcoming systems merger of EquiShare Credit Union and Quantum Credit Union on March 1, 2022! As we approach that date, we want to ensure you are provided the important information on the most popular products and services you use each day, and what you can expect during, and after, the systems merger.

Stop by any of our locations and a Quantum Credit Union team member will be happy to help you with any questions or setup any new products and services after the systems conversion on March 1, 2022.

### **Debit and ATM Cards**

You will receive your new Quantum Credit Union debit or ATM card beginning the week of February 22, 2022. Follow the instructions included in the card mailer to activate the card. You may select a custom PIN during the card activation process.

You may begin using the new Quantum Credit Union debit or ATM card on March 1, 2022. Your EquiShare Credit Union debit or ATM card should no longer be used after this time.

If your current EquiShare Credit Union debit card is being used to pay for scheduled, recurring services (e.g., insurance, utilities, etc.), you will need to provide the new card information to these merchants to ensure your service is not interrupted.

### **Online and Mobile Banking—Enroll Beginning March 1, 2022**

Quantum Credit Union offers access to your accounts 24/7 with online and mobile banking. With a user-friendly design, you'll have access to manage your accounts, transfer funds, make mobile deposits, pay bills, view and download e-statements, enroll in e-alerts so you never miss an important transaction or balance notification, store sensitive documents in the secure, virtual vault, and much more.

To enroll, use your current account number and the last four digits of your SSN to gain access. You will then be asked to complete three security questions. Once you successfully complete this process, you may change your username and password.

Please download the mobile banking app on your smartphone by searching for 'Quantum Credit Union'.

Scan the QR code on the back of this letter to find out how to get started. Additionally, stop by any of our locations and a Quantum Credit Union team member will be happy to help you get set up after March 1, 2022.

### **Bill Pay—Enroll Beginning March 1, 2022**

Quantum Credit Union offers a bill pay feature through its online banking product. If you currently use EquiShare Credit Union's bill pay service, you will need to transfer your bills and payees to Quantum's new system. We strongly encourage you to make a record of this information soon to make the process of setting up the payees easier.

Bills scheduled through EquiShare's Billpay online banking product will no longer be processed after February 15, 2022.

Stop by any of our locations and a Quantum Credit Union team member will be happy to help you set up the new bill pay service after March 1, 2022.

For more information and answers to your Frequently Asked Questions, please visit us at: [www.TheQ.org/Together](http://www.TheQ.org/Together) or scan the QR code below.



# Better, Together.

