




10 Priority Action Items for Members of State Service Credit Union Transitioning to Elements Financial


-  **1. Begin using your new Routing Number, effective December 5.**
Please make a note of Elements Financial's ABA (American Bankers Association) Routing Number – **274073834**.
-  **2. Begin using your new Member Number and Account Numbers, effective December 5.**
Please refer to the previous page for your new member number and your new savings, checking, and loan account number(s). If you are a joint owner on a State Service Credit Union account, contact the primary owner for the new account number, if needed.


IMPORTANT INFORMATION ABOUT YOUR NEW ROUTING NUMBER AND ACCOUNT NUMBERS

Your existing direct deposit, payroll allocations, and automated payments/transfers linking directly to your accounts will be preserved and supported. Use your new routing number and account number(s) as shown above for the purposes of any new direct deposit and/or payments you establish beginning December 5 and moving forward.

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-  **3. Activate your new debit card.**
Beginning Monday, December 7, you should activate and begin using your new Elements Financial Visa® debit card. The new debit card will be mailed to you the week of November 23 if you possess an “active” card reflecting a transaction in the past 6 months.

Continue to use your existing State Service MasterCard® debit card until December 7. That day at 10:00 am, your State Service debit card will cease to work. Please destroy the State Service card at that time. You will also receive a new Personal Identification Number (PIN) separate from your card. Instructions to choose your own PIN will be included. NOTE: If you have automated payments linked to your existing debit card, please update your payment information with those merchants for all your payments occurring December 7 and forward.

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-  **4. Expect new checks from Elements.**
If you have used a State Service check within the last 90 days, you will receive a small order of 50 new Elements checks in the mail after December 7. Please use your existing State Service checks until that time. Rest assured, we will continue to honor your existing State Service checks even after December 7. If you need to place a check order now or in the future, please stop by our branch or call (800) 621-2105.

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-  **5. Enroll in online banking, beginning December 7.**
On Monday, December 7, please use your new Elements member number shown on the previous page to enroll for eBranch Internet Banking at elements.org/ebranch. Access to State Service transactions through Perfect Teller online banking and Sybil phone banking will continue until 12:00 pm/noon on Friday, December 4. After that time, you will have inquiry only access to your State Service account history and archives through a dedicated link to Perfect Teller at elements.org/forwardtogether. Please conduct any funds transfers you may need for the weekend ahead prior to 12:00 pm/noon on Friday, December 4.

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-  **6. Think about your Overdraft Protection.**
Elements will maintain the same Overdraft Protection plan you had in place at State Service. If you would like to make any adjustments or additions to your overdraft coverage, please contact us at (800) 621-2105.

Please see reverse side for more important action items.



7. Update your loan payments address, effective December 7, to ensure timely posting.

Please update your records with our loan payments address: Elements Financial, PO Box 7123, Indianapolis, IN 46207.

*The exception would be your mortgage through Royal United Mortgage.
Please continue to send your mortgage payment to their payment address.*



8. Stay tuned about your new credit card in early 2016.

Elements will not replace your existing State Service Visa credit card at this time. Continue using your existing State Service credit card. We will contact you in early 2016 with some exciting new credit card products to choose from then.



9. Make note of branch closing early on December 4; hours expanding on December 7.

The existing State Service Credit Union Branch in the Indiana Government Center will need to close early to complete the conversion to Elements Financial at 12:00 pm/noon on Friday, December 4. On Monday, December 7, the branch will open as Elements Financial in the same location with expanded business hours of 8:00 am to 4:00 pm, Monday – Friday. Grand Opening Week will take place December 7 – 11. Please join us for this celebration.



10. Explore!

We hope you'll look into all that Elements has to offer you, including special rates and incentives now available. Visit elements.org/forwardtogether for details.

Always look to us for support.

If you're needing assistance or more information about the items detailed above, there are many ways to contact Elements Financial. Among the most convenient contact options are customerservice@elements.org and (800) 621-2105, staffed by live agents 24 hours daily, with the exception of only Thanksgiving and Christmas Day. We also feature Live Chat at elements.org, 8:00 am to 5:00 pm (Eastern time), Monday – Friday.

Thank you for moving forward together with us as a new member of Elements Financial!

For the latest updates, visit elements.org/forwardtogether.