



Dear Superior Credit Union Members:

With the news of the recent coronavirus (COVID-19) pandemic, the state has started taking drastic measures such as closing schools and businesses in our area. Superior Credit Union plans to keep our doors open for members and our branches will be staffed with employees who are here to help. In the days to come we will continue to devote all necessary resources to help ensure your personal safety, while maintaining all the services you count on. As new developments emerge, we will share information with you about how we continue to operate safely and effectively by updating our website accordingly.

Steps We Are Taking:

We have taken proactive steps to protect our members and employees in each of our branches. This includes enhanced cleaning procedures and other measures to limit the risk of exposure, based on recommendations from the Centers for Disease Control (CDC). We are sanitizing the offices each hour and you may see our employees wearing gloves or hear us ask you to keep the pen you used. These are just some of the precautions that Superior Credit Union has implemented in an effort to keep our Superior family healthy.

Ways to Access Your Account:

While our doors are open, it has been recommended that we practice "social distancing". We understand that this can be stressful when you need to access your account or conduct financial transactions. Below are options to access your Superior Credit Union account without leaving your home.

- **24/7 Telephone Teller-** You can access your account using our 24/7 telephone teller any day or night by simply calling 610-489-7239 and choosing option # 2 or by calling direct to 610-489-6670. You will use your base account number and the pin will be the last 4 of your SSN. You can check balances, hear your transactions or transfer funds. Please let us know if you have any issues by emailing us at info@superiorcu.org or calling our office.
- **Online Banking** via www.superiorcu.org -If you have never accessed your account via home banking, please follow these steps. You will use your account number as your user ID and the last 4 of your SSN will be your temporary password. It will then prompt you to set up your online account by choosing a security image, security questions and changing your password. If you need assistance at any time, please email info@superiorcu.org or call us at 610-489-7239.

- **Mobile Banking-** Once you have accessed your Superior account using our online banking, you can download our mobile banking app. This app allows you to check balances, transfer funds and deposit checks remotely. The application is available for both Apple and Android users and you can find those links here. <https://www.superiorcu.org/homebanking>
- **Remote Check Deposit** via mobile banking- Once you have accessed your account on home banking, you will have the option to deposit checks remotely. The credit union will need to approve you for this, so if you wish to access this option, please email us at info@superiorcu.org or call us at 610-489-7239. All checks deposited via the mobile banking app will be placed on a temporary hold until an employee is able to verify the check. Once the check is verified it will then be released. This happens throughout the day. Please follow the instructions and do not destroy the check until you know that it has cleared.
- **EMV Debit Card-** If you do not already have one, please contact any of our offices to see how you can get a debit card. These can be used at any ATM, in store or online.
- **Pay Your Loan Online-** You can pay your current loan online using our “Pay Your Loan” tool. You can find that here <https://www.superiorcu.org/pay-my-loan>. You do not need to log into home banking for this option, but you will need to know your loan and account number. You will have the option to pay via ACH or Debit/card. We will be waiving the one-time processing fee for ACH payments made online through at least the end of April 2020.

Apply For A Loan- You can apply for a loan with Superior Credit Union by accessing our website and choosing the option to “[Apply for Loan](#)”. Once completed, your application will be forwarded to a loan officer who will contact you. If you have any questions regarding your current loan or applying for a new loan, please email us at loans@superiorcu.org or by calling 610-489-7239 and choosing option #4.

We understand that these are trying times. Superior Credit Union’s board of directors, management and staff want you to know that we are dedicated to serving our members and will continue to be here for your banking needs whether that might be a simple account transaction or even a loan. If you have any questions or concerns, please do not hesitate to contact us at info@superiorcu.org or 610-489-7239. We will continue to update our website with any changes or important information. Superior Credit Union continues to be your Hometown Credit Union.

Sincerely,

Superior Credit Union