

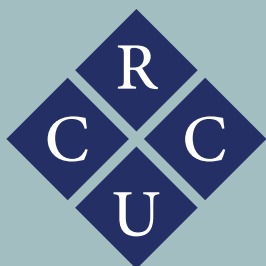
WELCOME

TO THE



caro

FAMILY



Rural Cooperatives

A Division of Caro Federal Credit Union



Rural Cooperatives, a division of **Caro Federal Credit Union**

WELCOME TO CARO!

Caro Federal Credit Union offers real solutions for real people. We are focused on helping members navigate life's financial challenges—both simple and complex—through practical tools, thoughtful guidance, and personalized support. Our goal is to help you succeed, reach your goals, and follow a plan that is clear and easy to manage.

As we welcome you into the Caro family, we remain committed to providing high-quality service and making our full range of products and services available to you as smoothly as possible.

Beginning October 30, 2026, at 3:00 p.m. EST, Rural Cooperatives' existing systems will begin converting to Caro's systems.

All Caro services, including your new debit card if applicable, are expected to be available to Rural Cooperatives members on November 3, 2026.

New Products and Services Available to You

- Kasasa Cash Back® and Kasasa Cash® checking accounts, with opportunities to earn up to \$8.00 in cash back per month or 6% APY on deposits up to \$15,000
- Kasasa Saver® savings account, with opportunities to earn up to 3% APY
- A new Mastercard® Debit Card with the option to select your personalized PIN
- Enhanced digital services through online banking and the mobile app, including card controls, credit monitoring, scheduled transfers, alerts, and ACH origination
- Mortgage loans and Home Equity Lines of Credit
- Business accounts and loans
- 24/7 live call center support
- Access to more than 5,550 service center branch locations across the United States
- Free financial wellness resources

Our goal is to make this transition as smooth as possible. This packet highlights upcoming changes, key dates, and important steps to help you prepare. For a quick overview, please refer to the conversion calendar on the next page; additional details follow throughout this guide.

Once again, welcome to the Caro family. We look forward to serving you and your family for years to come.



ANNE SHIVERS, CEO
Caro Federal Credit Union
anne@smartcaro.org
803-227-5555

IMPORTANT CONVERSION INFORMATION

Your transition to Caro begins **October 30, 2026**, with full service resuming **November 3, 2026**.

Before the conversion:

- ☒ Activate your new debit card and select your PIN.
- ☒ Download any statements, check copies, transfer information, or Bill Pay details you want to keep.
- ☒ Be prepared for temporary online banking and account-access outages.
- ☒ Enroll in Caro Online Banking or the Caro mobile app beginning November 3.
- ☒ Update recurring debit card payments and other account information as needed.

Please review the conversion calendar and FAQ in this guide for important dates, details, and next steps.

REACHING
NEW
HEIGHTS
TOGETHER.



CONVERSION CALENDAR

BEFORE OCTOBER 31, 2026	Debit Card Holders	Activate and select a PIN for your NEW Electric Co-op debit card
BEFORE OCTOBER 30, 2026 AT 3 PM EST	Online Banking Users	• Retrieve your eStatements • Retrieve check copies • Print or save your October account history • Retrieve information for the transfers showing on online banking, if you wish to continue them
BEFORE OCTOBER 30, 2026 AT 3 PM EST	Bill Pay Users	• Retrieve information for any payments scheduled • Retrieve information for any payees in Bill Pay
OCTOBER 30, 2026 AT 3 PM EST	Online Banking Users	Current online access will cease
OCTOBER 30, 2026 AT 3 PM EST	Bill Pay Users	Current Bill Pay access will cease
OCTOBER 31, 2026 AT MIDNIGHT EST	Debit Card Users	Please stop utilizing your previous Rural Cooperatives debit card
NOVEMBER 1, 2026 AT 12:01 AM EST	Debit Card Users	Your NEW Electric Co-op debit card will be active
NOVEMBER 2, 2026	All Members	Credit Union will be closed
NOVEMBER 3, 2026 AT 8 AM EST	All Members	Credit Union will be open for business
ON OR AFTER NOVEMBER 3, 2026	All Members	Please register for online banking at smartcaro.org or download the Caro app from the app store. You will create a new username and password. Sign up for E-Statements, set up automated transfers, assign alerts, and request Mobile Deposit access. Your new member number and date of birth will be needed when enrolling in our online or mobile services.



QUESTIONS & ANSWERS

GENERAL INFORMATION

1. When will the conversion take place?

The conversion will begin after Rural Cooperatives closes at 3:00 p.m. EST on Friday 10/30/2026 and will be complete on Tuesday 11/03/2026 at 8:00 a.m. EST.

(Note: Rural Cooperatives will be closed on Monday 11/02/2026.)

2. Will I have access to my account information during the conversion window?

During the conversion, you **will not** have access to any of your account information. All systems will be down while your account information is migrated and checked for accuracy.

During this time, you will be able to utilize your NEW Electric Co-op debit card.

Beginning October 30, 2026, Rural Cooperatives will no longer place holds on your account for pending debit card transactions. You must keep track of your balance and any pending debit card transactions, to avoid declines or overdraft fees.

During the conversion window, there is no access to your account balance and history. Log into Rural Cooperatives online banking prior to 3:00 pm EST on **Friday, October 30, 2026** to view your available balance.

3. Will my membership/main savings account number change?

Yes, your new member number will become a **total of 9 digits**; starting with a 1200, and ending with the last 5 digits of your current member number. Your new member number will be needed when enrolling in our online or mobile services.

Example:

If your member number was **123456789**

→ **it will change to 120056789**

If your member number was **12345**

→ **it will change to 120012345**

*Some members may notice that their member number does not follow the format shown above. If this applies to you, a credit union team member will contact you directly with additional information. If you have any questions or need assistance, please contact the credit union.



4. Will the routing/ABA number change?

Yes, the new routing/ABA number will change to 253978824 to identify Caro Federal Credit Union. However, transactions with Rural Cooperatives' routing number and account number will continue to post to your account.

To avoid any problems with future transactions, please update the routing and account numbers within the next 6 months.

5. Will I need to change my direct deposit and other credits or debits that are currently posting to my account?

YES, these need to be updated.

Existing transactions clearing your account currently associated with Rural Cooperatives routing and account number will continue to post as usual for 6 months. Please ensure these are updated in that timeframe.

New debits and/or credits will require utilizing the new information as listed above (routing and account number).

6. Do I need to change my debit card number on any scheduled transactions?

Yes. Your new debit card has a new number. Please update your card number on any debit cards transactions effective November 1, 2026.

7. Will the suffixes associated with my accounts and loans change?

YES. To find out your exact suffix(es), please register online and access your account on digital services (online banking or the app) on or after Tuesday, November 3, 2026.

For any deposits and/or payments via mail, please update the account number and suffix to the new account number and suffix to avoid confusion and errors.

8. I have special names for my accounts, will those carry over?

We will make every effort to carry over your special account names during the conversion. However, you will have the ability to update or rename your accounts at any time through online banking.

9. Will there be new mailing information?

You can continue to mail us at:

**LOUISVILLE BRANCH:**

P.O. Box 32170
Louisville, KY 40232

DRAKESBORO BRANCH:

13246 State Route 176
Drakesboro, KY 42337

COLUMBIA, SC BRANCH:

4480 Rosewood Drive
Columbia, SC 29209



10. How can I review Caro Federal Credit Union's disclosures and fees schedule?

Please review our disclosures and fees schedule on our website www.smartcaro.org

11. How can I contact the credit union should I need assistance?

Our Rural Cooperatives branches can be reached at (800) 798-7228.

You may also access Caro Federal Credit Union's 24/7 live call center starting on November 3, 2026 at 8 a.m. EST at 803-227-5555.

12. How do I find Caro Federal Credit Union additional contact information?

Please visit our Contact Us Webpage:

<https://smartcaro.org/contact-us/>

13. How can I find out more information about Caro Federal Credit Union?

Please visit us at <https://smartcaro.org>

14. What are some changes coming with the conversion?

We have several new features and conveniences coming to our members with this conversion. Some of these are:

- a. Instant Issue Cards that can be mailed same-day from Columbia, SC
- b. Contactless/Tap Debit Cards
- c. Reward checking and savings accounts through Kasasa
- d. 24/7 call center based in the U.S.A.
- e. Self-service external transfers through online banking
- f. Security Improvements
- g. Card Controls via Card Hub
- h. Availability for Apple Pay
- i. Courtesy Pay

**DO
YOU
KASASA?**

JUST CHECKING!

REWARDS CHECKING

Earn interest or cash back

REWARDS SAVINGS

Build your savings automatically

ATM FEE REFUNDS

More freedom, nationwide

KEEP IT SIMPLE

Easy monthly qualifications



BILL-PAY INFORMATION

15. Will Bill Pay Change?

YES. Members will need to re-enroll in Bill Pay via online banking.

16. I don't have Bill Pay, can I sign up?

YES! From Caro Federal Credit Union online banking, please select Bill Payment to sign up for this service. Our Bill Payment service is free as long as you make at least one payment every 30 days.

CHECKING ACCOUNT INFORMATION

17. Will my checking account number/MICR change?

No, the number at the bottom of your checks starting with 736 will not change right away. This change may come in the future.

18. Do I need to order new checks?

Not yet. Your current Rural Cooperative checks will continue to post to your account as always. When it's time to reorder checks, you can do this through Caro's online banking.

19. Will my previous Rural Cooperative debit card continue to work?

No, you will receive a NEW Electric Co-op debit card in the mail. You will **not** receive a PIN in the mail.

Activate your NEW Electric Co-op debit card By October 31 and **select your own personalized PIN over the phone (800-567-3451).**

The NEW debit card will work starting November 1, 2026. Please continue to use your current debit card until the end of the day on October 31, 2026.

20. Will I need to update my debit card information with the companies I have set up for recurring entries with my old card?

Yes, your current RCCU debit card will no longer work after October 31, 2026. Please update your card number on any debit card transactions effective November 1, 2026.



21. How do I activate my new MasterCard debit card?

Once you receive your debit card, please follow instructions on the card mailer.

Activate your new card By October 31 and select your own personalized PIN over the phone.

For joint account holders on a checking account, use the primary account holder information for identification.

22. Will my new Electric Co-op debit card work during the conversion weekend?

Yes, your new card will work after you activate it and select your PIN.

23. Are there added features with the new debit card?

Yes! You will be able to set your own PIN when you activate your card. You will also be able to get a new card mailed the same day from the Columbia, SC office. You also have access to Card Hub in online banking to manage your card status, send alerts, and update travel notices.

24. Does Caro offer courtesy pay for my checking account?

Yes, Caro's courtesy pay program offers up to \$1,000.00 limit. Checking account owners will receive a separate letter explaining Caro's courtesy pay program.

25. Will my checking account type change?

Your checking account will change to Caro's standard checking account type.

Checking Account Transfer:

Rural Cooperatives Checking Type:

Checking

IS NOW

Caro Checking Type:

Stress Free Checking

In addition to our standard checking, we have options for rewards checking that offer cashback or dividend rewards.

Please visit <https://smartcaro.org/checking/> for more information on each of the checking account types. Let us know if you would prefer a different checking account type and we will be happy to make that change.

26. Will my checks continue to be honored?

Yes. All your Rural Cooperatives checks will continue to work.

Members can always order checks via our online banking or through a branch.

Members age 65 and over, if requested, may receive our basic check style at no cost. The shipping costs will be deducted from your member account.



DIGITAL SERVICES AND ACCOUNT ACCESS INFORMATION

27. Will I have access to copies of checks that cleared my account?

No. Rural Cooperative check copies prior to October 30 will not be available. Rural Cooperatives Credit Union online banking and app access will end on October 30, 2026 at 3:00 p.m. EST. To retrieve check copies prior to conversion, please go to Rural Cooperatives online banking prior to the cutoff time and download the checks you wish to retain. Check copies clearing November 1 and after will be available on Caro's online banking and app.



28. Will I have access to previous statements?

Yes. Your statements for the last year will be loaded in the Caro Federal Credit Union online banking and mobile app under the E-Documents tab by 11/15/2026. Should you wish to retain copies of older statements, please log into Rural Cooperatives Credit Union online banking prior to October 30 at 3:00 p.m. EST to download your e-statements.

29. I have automatic transfers with RCCU. Will those carry over? Can I use Caro's online and mobile banking to set up new transfers?

Some of your transfers will carry over to the new system. If your transfer was set up by the credit union on your behalf, it will still be in the system. If you set up your transfers on the current online banking, they will not carry over.

Once you register for Caro's Online Banking you will be able to create new transfers using self-service online banking.

30. Will I need to enroll in new online banking?

Yes! On or after November 3, visit <https://onlinebanking.smartcaro.org/> or download the Caro app from the app store and enroll in online banking. Our staff will be available for further assistance.

31. Does Caro have an app?

Yes! Caro's mobile app has all the features you will find on online banking and more! On the app you will be able to request our mobile deposit service and use Card Hub. Card Hub allows you to set up alerts and control your debit card. Please download the Caro app on your phone app store.

32. Will I need to sign up for e-statements?

Yes, once you sign up for online banking or the app, you will need to complete the e-statement sign up to avoid fees. It is quick and easy.



33. Will I see my transaction history within the new app or online banking?

You will see all new transactions for November 1, 2026 and later. Transactions posted October 31 or prior will not display. You can retrieve your past transactions on your e-statement.

34. What added benefits/features will be available on the new online banking?

On Caro's online banking and mobile app you will have access to all the features you already have become accustomed to, as well as:

- Enhanced Secure Messaging
- The ability to set up various alerts to help you manage your account
- Card Hub for debit card alerts and travel notifications
- Credit score monitoring through Credit Score
- ACH origination
- SureLock identity theft protection

Please take the time to explore!

35. How do I find out more information about Credit Score Monitoring: Credit Score?

Credit Score is free and will provide your updated credit score and analysis monthly. It also includes tips on improving your credit score. You can view your score on the Caro app and online banking.

CREDIT SCORE MONITORING



36. How do I find out more information about financial wellness via GreenPath?

Caro has partnered with GreenPath Inc., to offer free debt counseling that is personalized and tailored to your unique situation. If you are ready to lead a financially healthy life, GreenPath can help with: Debt Counseling, Housing Services, Debt Management, Student Loan Counseling, Credit Report Review, Bankruptcy Counseling and more. Additional free resources are also available. Please visit https://www.greenpath.com/wellness/home/?partner_name=Caro+Federal+Credit+Union&utm_source=website&utm_medium=website+redirect&partner_type=credit_union&utm_campaign=website+redirect+Caro+Federal+Credit+Union to learn more.



37. What added convenience does Caro offer?

In addition to everything already mentioned above, Caro offers start-to-finish online new loan and new accounts process. We also offer 24/7 live call center. If digital services are not for you, we also offer our automated phone system NightWatch and over 5,550 service centers.

FINDING BRANCH LOCATIONS



38. How can I find an ATM near me?

To find the Caro ATM nearest you, visit <https://smartcaro.org/atm-locator/> to see a list of Caro ATMs and access the ATM Co-Op Network (the direct link is <https://co-opcreditunions.org/locator/>).

39. How do I find a service center location near me?

Shared branches are also known as Service Centers. There are 21 shared branch locations in the Louisville area. To find out the location nearest you, please click on the following link and enter your ZIP code or address: <https://co-opcreditunions.org/locator/>.

40. What is Auto Link?

Find your next ride with our vehicle buying service!

Our mission is to help you save money on important decisions like buying a vehicle.

You can take a Virtual Test Drive from the comfort of your home. The Price Curve tool will tell you if each listing is fairly priced. The Find Better Price tool will search for a better deal on similar vehicles. Free CARFAX™ reports are available for many vehicles.

All auto loan members receive a free myEZ Car Care Membership to save you money on auto service and travel. And even more auto research tools are available!

See full list: <https://smartcaro.org/auto-link/#AutoLinkPage=sitemap>



CERTIFICATES INFORMATION

41. Will my Certificate rate or term change?

No, your Certificate rate and term will remain the same.

42. Does Caro offer additional Certificate types and/or IRAs?

Yes. Caro offers Step-Up CDs as well as IRA CDs. Terms start at 3 months or more.

OTHER SAVINGS INFORMATION

43. Does Caro offer additional types of savings?

Yes. Caro offers a rewards savings accounts called Kasasa Saver®. This account offers 3% APY on deposits up to \$100,000.

We also offer Scholar Dollars accounts for minors. Please visit Savings – Caro Federal Credit Union (smartcaro.org/savings) for more information.

44. Does Caro offer additional type of Club Savings Accounts?

Caro offers Dream Club accounts for any of your savings needs. Paying for a Wedding? No worries! Open a Dream Club with Caro and rename it on online banking. Other reasons why you may want to consider opening a Dream Club may include: adoption, taxes, down payment on a new home, saving for a pool, taking the grandchildren to Disney World, anything at all!

Caro also offers a Christmas Club savings account. Christmas Club funds automatically transfer to your savings account on November 1st of each year.

LOANS AND CREDIT CARD INFORMATION

45. Will my Visa credit card continue to work?

YES! There will be a link within our online banking and mobile app. Should you need to access your credit card information during the conversion weekend (10/31/2026 - 11/02/2026), please visit www.EZcardinfo.com.

46. Will my current loan be affected?

The terms and conditions on your loan(s) are bound by the contract(s) you signed at the time of the loan. The only change to your loan will be the account and suffix number.





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BUSINESS BANKING

47. Will my loan suffix change?

Yes. When sending your payment, please update the referenced account number to reflect the new account number and suffix to avoid posting errors. We will not have access to the previous suffixes. To find out the new suffix, please log into digital banking on or after Tuesday, November 3, 2026.

48. What additional loan types does Caro offer?

Caro offers a large variety of loans; Home Equity Lines of Credit, Mortgage Loans, Business Loans, etc. Please visit Loans - Caro Federal Credit Union (smartcaro.org/loans/) for more information.



REAL FINANCIAL SOLUTIONS FOR REAL PEOPLE.

COLUMBIA

**4480 Rosewood Drive
Columbia, SC 29209**

Hours:

Mon, Tues, Thurs, Fri: 8:00am–5:00pm
Wed: 10:00am–5:00pm

Phone: 803.227.5555
Toll Free: 800.476.5861
Fax: 803.227.5566

**710 Pulaski Street
Columbia, SC 29201**

Hours:

Mon, Tues, Thurs, Fri: 8:00am–5:00pm
Wed: 10:00am–5:00pm

Phone: 803.227.5555
Toll Free: 800.476.5861
Fax: 803.227.5566

GREENVILLE

**121 Sumner Street
Greenville, SC 29601**

Hours:

Mon, Tues, Thurs, Fri:
8:00am–1:30pm • 2:30–4:30pm
Wed:
10:00am–1:30pm • 2:30–4:30pm

Phone: 864.255.1660
Toll Free: 800.476.5861
Fax: 803.227.5566

LOUISVILLE

**1630 Lyndon Farm Ct, Suite 201
Louisville, KY 40223**

Toll Free: 800.798.7228

PARADISE

**13246 State Route 176
Drakesboro, KY 42337**

Toll Free: 270.476.4484

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HERE'S TO WHAT'S NEXT.

