

YOU BELONG

NEWS FOR CENTRA MEMBERS | APRIL - JUNE 2021



I have really enjoyed the Cashback Checking and Member Loyalty Rewards program. I wouldn't change a thing.

I think it's a great way to help people save their money without hurting their pockets. I've already had \$5 transferred over this week by using my card for everyday purchases!

- Allyson Griffith

Annual meeting going virtual:

All Centra Members are welcome to attend our 2020 Virtual Annual Meeting. The meeting will be held on April 27 at 3:00pm. Please visit Centra.org/annual-meeting to pre-register.

Don't Miss It!

Your accounts are being upgraded! Please carefully review the updated account disclosures included in this newsletter.

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Holiday Closings

Sunday, April 4

Easter Closed

Monday, May 31

Memorial Day Closed

Sunday, July 4 and Monday, July 5

Independence Day observed Closed

As always, we offer 30,000 FREE ATMs, online, mobile, telephone banking, and an online chatbot 24/7, 365 days a year.



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Centered
around **you.**



CENTRA
CREDIT UNION

Centered
around **you.**



CENTRA
CREDIT UNION

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Letter from the President



Dear Members, Our commitment to our Members has never wavered throughout Centra's growth and evolution. After our humble beginnings in 1940, we served only employees of Cummins Engine Company, but now, we reach nearly 170,000 Members from all walks of life and have achieved more than 1.8 billion dollars in assets. I'm amazed when I think about how the goal

of our eight founders to provide low-cost credit and convenient savings developed into what Centra is today.

Centra has seen great success in the past 80 plus years, and the reason why is clear — our Members. Our dedicated Members helped us grow by sharing our mission with friends, family, and coworkers who were looking for better rates, lower fees, and a Credit Union focused on "People Helping People." You are the reason we're here, and you deserve a reward.

That's why we're launching all-cash Member Loyalty Rewards, which you'll learn about in this newsletter. We're all at different stages of our lives, and our needs change often. Different

rewards appeal to different Members. With an all-cash system, your rewards can fit your lifestyle.

With the launch of this program, we're also updating our accounts to better meet your needs through all seasons of life. Over the past five months, more than 200 Team Members and Members have been testing these new options. Thanks to their feedback, we've refined the program to ensure you have the best experience with the new products and rewards. Now, we are ready to share the news.

When you interact with your account by using your debit card, choosing eStatements, and opting for direct deposit, Centra has the opportunity to grow and give back to others. With Member Loyalty Rewards, we're giving back to you directly for banking with Centra while continuing to support our communities. I truly appreciate you and all you do for Centra. We can't wait for you to experience the Member Loyalty Rewards program.

Sincerely,
- Rick Silvers

Follow Us on Social Media:



We use Facebook, Twitter, and Instagram to connect with our Members on social media. We host giveaways and share financial tips, fun holiday activities, and more. Join us on social media!

We're saying "thank you" with extra cash for you!

Thank you! We mean it. Thank you for being a Centra Member. We know a lot has changed over the past few months. One thing that hasn't changed is our commitment to you. As a credit union, Centra exists to serve our Members. We feel the best way to serve our Members is by offering you meaningful rewards when you help contribute to Centra's success. Beginning Monday, May 17, 2021, Centra's rewards program will be updated to an **all-cash rewards program** that you can access anytime through Online and Mobile Banking.

The new Member Loyalty Rewards program kicks off on Monday, May 17, 2021, with the addition of a Member Loyalty Account.

Every Centra Member with an eligible consumer checking account will receive a new Member Loyalty Account. If you have multiple checking accounts, you will receive a Member Loyalty Account for each checking account. Please give us a call if you'd like to combine any of your Member Loyalty Accounts. You can view this account and watch your rewards grow through Online and Mobile Banking. You don't need to do anything – we will set up your Member Loyalty Account(s) for you and make an opening deposit as an extra thanks.

The only requirement to be a part of this program is a Centra checking account. If you don't have a checking account now, it's a great time to open one! You can make an appointment



FREE CHECKING

STUDENT CHECKING

REWARDS CHECKING

**CASHBACK
CHECKING**

at [Centra.org](https://centra.org) to visit a branch or open an account online. Centra offers ClickSWITCH so you can even switch over your automatic payments and direct deposits online when you open your account.

An additional benefit of the Member Loyalty Account is the interest rate. All your cash rewards will earn **3.00%** Annual Percentage Yield, which is more than **10** times the current average savings rate! You can withdraw your rewards money at any time, but you can only add money to your Member Loyalty Account through Centra's Member Loyalty Rewards program.

If you don't want a Member Loyalty Account, please notify Centra Credit Union prior to Monday, May 10, 2021, by calling **1-800-232-3642** or visiting your nearest branch. Please note, without a Member Loyalty Account, we won't be able to give you your cash rewards. If you have multiple checking accounts, but only want one Member Loyalty Account, you may consolidate your Member Loyalty Accounts into one.

Your checking account is getting an upgrade.

We're making it easy to make sure you're in the best checking account to meet your needs. All Members who currently have **Free Checking, Student Checking, and Rewards Checking** will be upgraded to the new Cashback Checking account on Monday, May 17, 2021. Your account number will not change, and you can continue to use your existing checks and debit card. This account has no monthly fee and tons of potential to earn cash rewards for your Member Loyalty Account. If you are in a Rewards Checking Account, you can continue to use the rewards points you've earned up to Monday, May 17, 2021, until they expire. You can check your current Rewards Checking points by logging into your account at uChoose Rewards.

"I was impressed with the amount of money put in my Member Loyalty Account in just two weeks"

- Betty Zoelzer
Member Tester

Cashback Tier One: There are no requirements for Tier One and you will continue to have:

- No minimum balance
- No ATM fees from Centra for using another financial institution's ATM
- No monthly maintenance fees

Cashback Tier Two: If you use your debit card at least 15 times per month, are signed up for eStatements, and have a direct deposit to your checking account, then you qualify for Tier Two. In Tier Two you will receive:

- All the benefits of **Tier One**
- A \$0.05 deposit to your Member Loyalty Account **every single time you use your debit card**, excluding ATM transactions. Cash rewards will be deposited after your tier is assigned at the end of the month.
- An automatic refund of up to \$5 in ATM fees you were charged by other financial institutions when using your Centra debit card at their ATM. This will be refunded into your Member Loyalty Account after your tier is assigned at the end of the month.

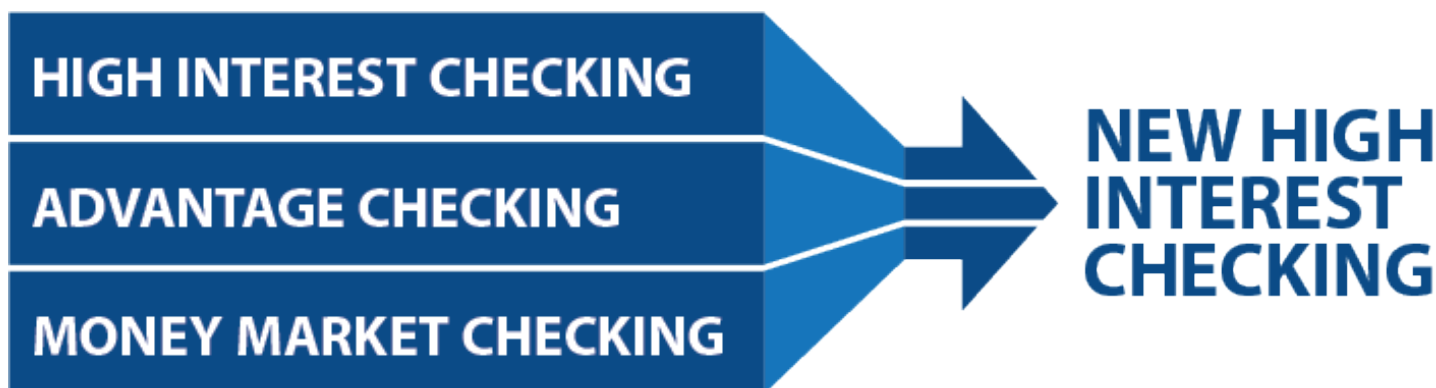
Cashback Tier Three: If you use your debit card at least 25 times per month, are signed up for eStatements, have a direct deposit into your checking account, and maintain an average balance of \$500 in your checking account, then you qualify for Tier Three. In Tier Three you will receive:

- All the benefits of **Tier One**
- A \$0.07 deposit to your Member Loyalty Account **every single time you use your debit card**, excluding ATM transactions. Cash rewards will be deposited after your tier is assigned at the end of the month.
- An automatic refund of up to \$7 in ATM fees you were charged by other financial institutions when using your Centra debit card at their ATM. This will be refunded into your Member Loyalty Account after your tier is assigned at the end of the month.

You will earn cash rewards based on how much you use your account. The more you use your account, the more you get rewarded. **At the end of the month, you are assigned a tier based on your total usage.** Your rewards are then deposited the last day of the month into your Member Loyalty Account. You can view your rewards tier on your monthly account statement. We will also send you your tier by email, so please make sure you have an up-to-date email address. Log in to Online or Mobile Banking and go to "My Profile" to check or update your email address. You can also give us a call or drop by your nearest branch.

"I can't think of a single thing I would change. It is nice to have a separate account and see it grow."

- Scott R. Gravatt
Member Tester



New High Interest Checking Account: Advantage Checking, Money Market Checking, and High Interest Checking will be consolidated into a new, improved High Interest Checking account. After Monday, May 17, 2021, the High Interest Checking account will no longer require 15 monthly debit card transactions to earn the high interest rate. Instead, all accounts will earn the higher interest rates when they sign up for eStatements and use direct deposit.

If you do not use eStatements and direct deposit, you'll earn 0.10% on all balances and pay a low monthly fee of \$5. If you have questions about these changes, we encourage you to closely review the account disclosures included in this mailing.

If you have the Advantage Checking, Money Market Checking, or High Interest Checking accounts, you are also more than welcome to upgrade to the Cashback Checking account! Your account number will not change when you upgrade.

The reason Centra is offering these cashback rewards is because we are a Credit Union. Credit Unions are cooperatives, which means profits go back to the Members. When you open an account, you have a share of ownership in the Credit Union, and your voice matters. By using eStatements and direct deposit, you save Centra money on printing and mailing. When you use your debit card, Centra receives a small fee per transaction from the business. We are taking these savings and earnings and sharing them back with you in the form of cash rewards. You make Centra successful, so we want to help you build your savings!

"I really enjoyed the Member Loyalty Rewards Program and have been using my debit card more often as a result. Very happy with how the program has been working, and I look forward to continue using my account."

- Michael Buckenmeyer
Member Tester



If you have a **High Interest, Money Market, or Advantage Checking Account**, you are more than welcome to switch to the new Cashback Checking Account. Your checking account will not be automatically upgraded on Monday, May 17, 2021, but you can request an upgrade to the Cashback Checking account at any time.

“It’s super easy to save money. You guys do the work for me.”

- Benjamin Boyer
Member Tester

If you have an **Opportunity Checking account**, we have great news for you too! All Opportunity Checking accounts will be reviewed every six months and automatically upgraded to the Cashback Checking account if you are eligible. Please visit **Centra.org** to learn more about how you can be upgraded. If you’d like to opt out of this automatic upgrade process, please give us a call at **1-800-232-3642** or complete the online form at **Centra.org**.

Round Up to your Member Loyalty Account.

Debit Card Round Up makes saving money easy. Consider Round Up your virtual change jar. Debit Card Round Up is a feature available on all consumer Centra Checking Accounts, except Health Savings Accounts, that allows you to “round up” the change on each debit card purchase to the nearest dollar. If you purchase a tank of gas for \$32.50, then \$0.50 will be automatically transferred from your checking account to your Member Loyalty Account.

You can opt in or opt out of Debit Card Round Up at any time through Online and Mobile Banking, by calling our Contact Center, or visiting your local branch or ITM. Once you’ve opted in, all your Round Up transfers will be made in one transaction at the end of each day.

The Round Up transfer will not be made if you don’t have enough money in your checking account.

Here is an example of how Round Up can help you save. If you use your debit card 25 times during the month and your average Round Up amount is \$0.45, then you will save \$11.25 during the month. That’s **\$135** a year, just from rounding up your change. Plus, you’ll earn more on your savings with a **3.00%** Annual Percentage Yield in your Member Loyalty Account.

Double down on your certificate interest

Saving with Centra is a smart choice. You chose to open a certificate with Centra because of the great rates we routinely offer our Members. Now we’re making your savings a little sweeter by allowing you to choose to deposit your certificate interest into your Member Loyalty Account. Each time your certificate earns monthly interest, you can choose to have the interest you’ve earned moved into your Member Loyalty Account where it will earn a **3.00%** rate as long as remains in the account.

This option is available on all certificates beginning on Monday, May 17, 2021. IRA Certificates are not eligible. You will have the option to direct interest to your Member Loyalty Account, deposit it into any Centra account, or roll it into your certificate renewal.

Help boost a Member Loyalty Bonus payment

Love the Round Up. We’ve saved almost \$100 so far!”

- Barry Daugherty
Member Tester

When you bank with Centra, you are a Member of the Credit Union. As a Member you are an owner and shareholder. That means Centra exists to serve you.

When our Members have a great year, we have a great year too! Just like the Member Loyalty Bonus you’re receiving when your

DEBIT CARD ROUND UP

| PURCHASE | ROUND UP |
|---|--|
| \$7.50  | \$0.50  |
| \$12.43  | \$0.57  |
| \$5.75  | \$0.25  |

**DAILY
TRANSACTION
TOTAL ROUND
UP SAVINGS**
\$1.32 

Member Loyalty Account is opened, you could earn a Member Loyalty Bonus in future years. The Member Loyalty Bonus is awarded based on your total relationship with Centra, including length of Membership as well as loans, checking and savings account relationships. Periodically, Centra will evaluate performance to determine if another bonus is possible. Possible future Member Loyalty Bonuses can also be impacted by the economy, which affects our Credit Union's overall success. You can help Centra grow and be successful in many ways – using your Centra debit and credit card, signing up for eStatements, using direct deposit, working with Centra on your lending and savings needs, and referring your friends and family to Centra.

“Yay, I’m saving money again! Thank you for your help getting me started. Can’t wait to see what I save in a year. And hey, saving money for a rainy day!”

- Cherie Beach
Member Tester

Learn more about the new Member Loyalty Rewards

When the new Member Loyalty Rewards program begins on **Monday, May 17, 2021**, our current Rewards Programs will end. If you have rewards points through a Rewards Checking account, you can continue to redeem points through their original expiration date.

You are welcome to use your Member Loyalty Account balance any way you want – including for Centra services such as check orders, Cashier's Checks, or Money Orders. While the Silver, Gold, Platinum, and Platinum Plus Rewards are ending, the new Member Loyalty Rewards are designed to let you choose how to use your rewards.

Thank you again for being a Centra Member. It's loyal Members like you that have made Centra successful for the past 80 years. If you have any questions about the new Member Loyalty Rewards, please visit our website Centra.org.

We're also changing the names of a few accounts to better align with our focus on serving and rewarding our Members. Beginning on Monday, May 17, 2021, our Regular Share/Regular Savings will be called Membership Savings. Our Special Share/Special Savings and Vacation Club Share/Vacation Club Savings will be renamed You Choose Savings. As a reminder, you can change the name of any of your accounts in Online Banking.

“Just like using a normal checking account, but making and saving a little extra money.”

- Steve Tam
Member Tester



Member Service Centers

Columbus

National Road
1430 National Rd.
PO Box 789
Columbus, IN 47202
(812) 376-9771
(800) 232-3642

Washington St.

501 Washington St.
Columbus, IN 47201
(812) 372-8811

26th Street

2020 26th St.
PO Box 789
Columbus, IN 47202
(812) 378-5962

SR 46 West

2165 Jonathan Moore Pike
PO Box 789
Columbus, IN 47202
(812) 376-7661

Walesboro

2010 W. 450 South
Columbus, IN 47201
(812) 342-4403

Edinburgh

11700 North U.S. 31
PO Box 158
Edinburgh, IN 46124
(812) 376-9979

South-Central Indiana

Greensburg Plaza
1803 North Lincoln St.
Suite A
Greensburg, IN 47240
(812) 662-9392

Madison

303 Clifty Dr.
PO Box 1050
Madison, IN 47250
(812) 273-8844

Nashville

189 Commercial St.
PO Box 1050
Nashville, IN 47448
(812) 994-5055

North Vernon

975 Veterans Dr.
North Vernon, IN 47265
(812) 346-9596

Shelbyville

2450 E. State Rd. 44
Shelbyville, IN 46176
(317) 392-2100

Southern Indiana

Clarksville Walmart
Walmart #1476
1351 Veterans Parkway
PO Box 2927
Clarksville, IN 47129
(812) 284-4180

Jeffersonville

2125 Veterans Parkway
Jeffersonville, IN 47130
(812) 288-2450

New Albany

710 Pillsbury Lane
New Albany, IN 47150
(812) 944-1325

River Ridge

450 Patrol Rd.
Jeffersonville, IN 47130
(800) 232-3642

Salem

1208 South Jackson St.
Salem, IN 47167
(812) 570-3016

Scottsburg

281 N. Gardner
PO Box 400
Scottsburg, IN 47170
(812) 752-3377

Scottsburg Walmart

Walmart #1142
1618 W. McClain
PO Box 354
Scottsburg, IN 47170
(812) 752-7010

Sellersburg

651 Hamburg Way
Sellersburg, IN 47172
(812) 280-2820

Seymour

520 South Jackson Park Dr.
PO Box 363
Seymour, IN 47274
(812) 523-3230

State Street

2150 State St.
New Albany, IN 47150
(812) 850-6300

Indianapolis

Carmel
11711 N. Pennsylvania,
Suite 101
Carmel, IN 46032
(317) 843-5380
(800) 421-4111

Shadeland

4562 N. Shadeland Ave.
Indianapolis, IN 46226
(317) 541-1960

Outside Indiana

Jamestown, NY
4720 Baker St.
PO Box 26
Lakewood, NY 14750
(716) 763-4405

Whitakers, NC

9377 N. U.S. 301
PO Box 100
Whitakers, NC 27891
(252) 437-9214

Administrative Centers

Corporate Offices

3801 Tupelo Dr.
PO Box 789
Columbus, IN 47202

Jeffersonville

Southern Indiana Administrative Center
1990 Charlestown
New Albany Pike
Jeffersonville, IN 47130



Shared Branch and ATM Locations

For a list of nationwide shared branches and ATM locations, visit www.centra.org.