

Dear Valued Member,

Since 1951, we have served the community with the mission to financially empower our members' life's journey. We started with a single cashbox and a volunteer-run office. Since then, we have grown to nearly \$675 million in assets and serve nearly 40,000 members. As a 'Top Workplace in Colorado,' we have continued to evolve with a commitment to helping our members reach that next level, to achieve a little more.

In April, we shared the exciting news of change on the horizon: **we will be adopting a new name to better reflect our growing membership and commitment to supporting our members with the banking, the resources, and the know-how to achieve something amazing, to realize dreams.**

Today, we are excited to announce our new name and give you more information about what's ahead. **On May 28th, we will enthusiastically open our doors as Climb Credit Union.**

Climb is a name full of potential and momentum. This new name reflects our longstanding passion for helping our members reach that next level. It encourages our members to aspire for more because we know that every dream is a possibility ready to be unlocked. The name is optimistic and actively reaching for the future, just like we are.



We're driven by a commitment to elevate ourselves daily, scaling new heights to fulfill the financial aspirations of our members. It's a privilege to serve you and we're filled with excitement as we look ahead to extending our reach to neighbors and the community.

Our new name is only the beginning of our transformation. You'll soon see exciting changes in our branches, online, and even the debit and credit cards in your wallet - all designed with you in mind. We've detailed many of those changes in the following FAQs. If our FAQs don't address your questions, please call us at (303) 427-5005 or visit our brand resource center at soopercu.org/rebrand.

On behalf of our staff and Board of Directors, we appreciate your loyalty and look forward to serving you as Climb Credit Union for years to come. Life is about the climb. So, let's rise and thrive together!

A handwritten signature in black ink, appearing to read "Carrie Langgard".

Carrie Langgard
President/CEO

A handwritten signature in black ink, appearing to read "Adam Williamson".

Adam Williamson
Board Chair



Para una versión de esta carta en español, por favor visite nuestra página web soopercu.org/rebrand.

Important FAQs

Why Climb?

The name Climb indicates that we're constantly reaching higher. It represents the spirit of our credit union and what we're most proud of: financially empowering your life journey with the banking, the resources, and the know-how to achieve something amazing and to realize your dreams. It's fun, inspiring, welcoming, and a nod to the mountains we call home.

When will the name change take effect?

We will officially begin to change our name on May 28, 2024.

Is the name change a result of a merger or acquisition?

No. The name change is not the result of a merger or acquisition of any kind. We will continue to be owned by you, our members, just as we are today.

Is the credit union in financial trouble?

No. The credit union is in excellent financial health. With a net worth of 11.08%, we are one of the three strongest credit unions of our size or larger in Colorado. The National Credit Union Administration (NCUA) considers a net worth above 7% well-capitalized. We were also just named a "Top Workplace in Colorado" by *The Denver Post*.

Why are you changing the name?

We know that our current name is a cause for confusion over membership eligibility, creating an obstacle for some in joining our credit union and experiencing everything we have to offer. Since membership in our credit union is open to most Coloradans, the Board of Directors unanimously decided to change the credit union's name to lower that barrier of confusion and welcome more members into our unique credit union.

How did you select the new name?

Our team planned and researched for more than three years. We worked with a team of board members and management under the guidance of an experienced and respected branding firm.

What will change with the new name?

Our name and branding are the only things changing. You can expect to see changes to our exterior signage, eStatements, Online Banking, mobile app, brochures, website, etc., beginning May 28, 2024.

What will not change?

Our routing number will not change, and your account number will remain the same. Your online and mobile banking credentials will be the same. There will be no impact on your existing relationship with us or any changes to your day-to-day banking. And best of all, our mission and who we are at the heart of our credit union will stay the same.

Will the employees change?

No. The employees you've grown accustomed to serving you will be ready to provide the personalized service you expect. Their commitment to supporting you in your financial journey remains steadfast.

Will my account number change?

No. Your account number will remain the same.

**Will the Routing Number change?**

No. The routing number will stay the same – 302076017.

Will my Debit Card and Checks change?

Your debit card and checks will still work as they always have. As your debit cards come close to expiration, we'll issue you a new card, which will include our new name. You can continue using your existing checks until they run out. Upon reordering, you will see the credit union's new name and logo on your checks.

If I have automatic payments taken from my account or receive direct deposit, will I need to do anything?

No. Everything will stay the same. Our routing number will not change, and your account number will remain the same. Therefore, it is not necessary to take any steps to update automatic payments or direct deposits.

To whom should I make my loan payments?

Loan payments (or any checks payable to the credit union) can be made to Climb Credit Union effective May 28, 2024. Checks payable to Sooper Credit Union will also be accepted for the duration of 2024.

Do I need to get my legal documents (e.g. liens, titles, insurance) updated with the new name?

In most cases, your documents will be unaffected by the name change. Please contact us at (303) 427-5005 if you have specific questions about your legal documents.

Will anything change with the Membership & Business Account Agreement?

As you may recall, when you joined Sooper and opened your account(s), you reviewed and accepted our Membership Service Agreement or Business Account Agreement. We are updating these agreements to reflect our new name, logo, and product names. However, the agreements are substantially the same. When they are available, you can view the current and updated versions at soopercu.org/legal.

How will the name change impact fees, loan rates and deposit rates?

Rates and fees will not be affected by the name change. We will continue to monitor our rates and fees as always to ensure high value and return to our members.

Will Online and Mobile Banking change?

You will notice a new look to Online & Mobile Banking; however, it is the same platform you are used to using. You will use the same username and password to log in.

Can I still use Shared Branch facilities?

Yes, you may continue to transact business at shared facilities throughout the U.S. and Canada. Beginning May 28, let the Shared Branch know you are a member of Climb Credit Union, and if they can't find us by that name, ask for Sooper Credit Union.

Will the website soopercu.org still work?

Yes, soopercu.org will redirect to the new website automatically for the duration of 2024.

Who should I contact with additional questions?

Learn more about our transition at soopercu.org/rebrand. You can also visit a branch or call us at (303) 427-5005. We are happy to answer any questions you may have.

Para una versión de estos FAQs (Preguntas más frecuentes) en español, por favor visite nuestra página web soopercu.org/rebrand.