Annual Meeting Question and Answer Session

In advance of the SECU Annual Meeting held October 13, 2026, members had the opportunity to submit questions for a Q&A session. During the time allotted at the Annual Meeting, some questions were addressed. Per the 2026 Annual Meeting Notice, those and other questions submitted by the membership are posted here.

Question		**Answer**
Questions published as submitted to preserve original context.		
1	**I would like an update on where you are with allowing members to create a business account.**	SECU must complete our core system upgrade to begin offering small business services and organizational accounts. We are researching small business services and discussing what suite of products/services we will consider.
2	**Is Zelle being considered at all as something the credit union will offer in the future?**	SECU does not currently offer Zelle®, but we consistently evaluate new ways to help our members move money safely and securely. A new feature we recently added to Member Access, our digital banking platform, is the Member-to-Member transfer service, which allows for instant transfers between SECU members with no fees.
3	**Would SECU consider offering higher interest rates on STC accounts given the higher rates offered by other banks and credit unions and the current rate of inflation?**	As a financial cooperative, we strive to balance the benefits offered to our saving members and our borrowing members while managing the operations of the Credit Union within the current economic environment. We continually monitor our rates to determine how they compare to the market and whether we can afford to increase rates. We are currently offering an 18- and 24-month STC at 4.30% APY.
4	**Why won't our CEO participate in live interviews with the press? Or hold public member group forums?**	She does. She attends branch Advisory Board meetings, statewide MemberConnects events, and numerous SECU Foundation presentations. She is frequently a guest speaker for industry panels and forums and participates in interviews with various media outlets - print, online, and radio. The President & CEO states, "This position is not about me. My role is to listen to our three million members, our 8,000 employees, and all the wonderful communities we serve throughout North Carolina."
5	**Would SECU look at making short videos found on the website and on the App that help people better understand what to look for and how to recognize scammers?**	Yes! In fact, a series of fraud, scam, and financial education videos is already in the works!
6	**In the future will the SECU consider using only the last four digits of members' account numbers on the monthly statement?**	Our new core system will enable us to mask account numbers on member statements where permitted by regulation.

7	**Given the continuous growth in retained earnings, what plans does SECU have to return value to the shareholders? Neither borrowing rates nor interest rates delivered to members are significantly better than those offered by retail banks.**	SECU gives back to its members through higher rates on share deposit accounts, lower fees, and affordable lending rates. SECU's Money Market, IRA, and Share Term Certificate rates are some of the best in the industry. Those members who are looking for a higher return on their savings are seeing that benefit. SECU offers lower fees, ensuring our services remain affordable for all members. SECU's fees per member are best in class among peers that maintain a physical branch presence. It also shows up in how disciplined the Credit Union is about cost. Expenses have risen less than 1% over the past year. Holding the expense-to-asset ratio down is what makes the low fees and high deposit rates possible — it's the same dollar, either spent on overhead or returned to members. That discipline hasn't come at the cost of access. SECU operates 275 branches across North Carolina and more than 1,000 ATMs, and the commitment to serving members through every channel is not changing. SECU continues to grow. Over the past year, assets grew almost 7%. In order for SECU to grow responsibly, building capital to support the growth is important to ensure SECU is there to support members now and in the future.
8	**Are there going to be training classes for any SECU members on the new technologies being used as well as how to spot phishing and scams? I feel each branch could offer this with possibly the help of the community colleges.**	SECU offers presentations and resources for all ages. We serve as speakers in the classroom, at staff meetings, seminars, and Lunch and Learn events – in person or virtually. We can cover a variety of topics, including common scams and potential identity theft red flags, and what action to take if you have been scammed. We also host workshops specifically for members on SECU products and services. Please contact your local branch or our Outreach department (outreach@ncsecu.org) to coordinate an SECU presentation.
9	**I would like to know why the SECU can't help more low-income people with first time home owner loans . They have a program that supports homeowners at one time or the other. They are not first-time homeowners.**	SECU offers 100% financing up to $500,000 with no private mortgage insurance for eligible borrowers. Also, if a first-time homebuyer, up to an additional $2,000 can be financed into the loan to assist with closing costs. We also participate in the Federal Home Loan Bank of Atlanta (FHLBA) Community Partners program that can allow for up to $20,000 in home purchase assistance for current or retired law enforcement officers, educators, health care workers, firefighters and other first responders, and veterans or active-duty members of the U.S. military or their surviving spouses. SECU offers a wide range of mortgage products with different terms to meet our members' needs. This helped make SECU the top lender in North Carolina in overall real estate loan originations, including first mortgages and home equity lines of credit, in 2025.

10	**How do we support community organizations?**	SECU provides community support through a variety of programs and initiatives. One way is through statewide financial education workshops and events – and in the past fiscal year, employees participated in nearly 4,000 events, impacting 161,000 North Carolinians across all 100 counties. We also have corporate fundraising initiatives benefitting our public school systems, food pantries, and local non-profits and organizations, including March of Dimes, Toys for Tots, Salvation Army, and Boys and Girls Clubs, to name a few. The member-funded SECU Foundation is another great example of community support. In July, the Foundation Board announced the approval of nearly $6 million in funding for 23 non-profits providing critical services to the people of our state. Since 2004, SECU Foundation has made a collective financial commitment of over $352 million for initiatives to benefit North Carolinians statewide.
11	**If you have the previous credit card and would like to change to the new one, what's the process? Do you start like applying for a new card. I just want to transfer to the new credit card.**	SECU Visa credit card accounts (pre-Rewards) cannot be converted or transferred to a Rewards card, and balances from an SECU card cannot be transferred to another SECU card. If a member wants to take advantage of a new credit card product, the cardholder must apply for the new card. If approved, the member can either choose to keep the old account open or continue to make payments to the existing credit card balance until it is paid in full.
12	**RE: 2026 Board of Directors election ballot---Why does SECU list all Nominating Committee candidates before self-nominated candidates and prominently distinguish the two groups, rather than alphabetizing all qualified candidates and presenting them uniformly? Has the Board considered whether the current presentation could give Nominating Committee candidates an unintended electoral advantage?**	SECU's Bylaws require the Nominating Committee to nominate at least one member for each vacant seat on the Board. Prominently displaying the Nominating Committee's selections helps members quickly identify the official nominees. Placing candidates' names in alphabetical order could make it harder to easily distinguish between candidates nominated by the Nominating Committee and those that self-nominated.
13	**I know this has come up in the past, but would you please consider SECU members aunts and uncles being able to set up accounts for nieces, nephews, great nieces and great nephews? Would like members to be able to open accounts for nieces and nephews as well as great nieces and great nephews. I know this has been addressed previously, but I would like it revisited. Will it be considered? Thanks.**	SECU's field of membership requires a "common bond" to join, and for non-state employees, this common bond is defined as immediate family. At this point, SECU does not plan to expand our field of membership to include aunts/uncles/nieces/nephews. We would encourage you to speak with an employee to see if there are other ways the individuals might be eligible.

14	**Apparently SECU didn't VET the new online Banking system and app. When is the SECU going to fix the multiple issues with the new system?**	The new platform went through extensive evaluation, testing and validation before launch, including testing across many different member and account scenarios. We are actively prioritizing enhancements based on member impact and feedback.
15	**SECU has announced a new Online Privacy Notice that is both invasive and intrusive. If members choose to protect their online privacy by opting out of this, the implication is that SECU will restrict the members' rights to basic services for one, the mobile app. Is this true? How do members opt out of these discriminatory policies (for one, sharing member information with third parties) and continue to receive the full service which their membership has always provided?**	This notice is not new; it has been in place since January of 2023. Protecting member information is of the utmost importance to SECU. The Credit Union maintains both its Online Privacy Notice – which helps members and non-members understand our data collection, use, and disclosure practices with respect to our websites and mobile application – and our Consumer Privacy Notice, which applies to personal information that we collect about individuals who seek or obtain our financial products and services for personal, family, or household purposes. As both Notices outline, SECU, like most financial institutions, works with third-party service providers to assist us in our operations such as sharing information with our check provider for members who want to order personal checks. When we share information with service providers, we ensure appropriate safeguards are in place to protect the privacy and security of members.
16	**What should I expect to be a better future of our SECU, and how can SECU reach out to some of its full members who have jobs out of NC?**	We believe SECU's future is bright, as evidenced by our past performance, especially in 2026. Our growth and product adoption remains strong, and we have new products and services planned for the future which will enable us to serve more of our members' needs. While we are NC focused, we recognize we have members in all 50 states and overseas, and we are pleased to serve them as well! Our 24/7/365 Member Services Support center, and our website and mobile app enable us to reach members no matter their physical location.
17	**I want to know what is going on with the running balance feature. The only thing I wanted to ensure that we still had (at least end of day balance that we used to have) is gone and there is no member "update" or notifications when we login to say anything about this. I am hopeful when we get to the meeting that this will have been addressed, but this has been a long outage without updates.**	We recognize the running balance feature is valuable for many members. We recently made minor process changes to the feature, and it is available again to our members.

18	**How does SECU envision serving its customers in the future with the emergence of AI (artificial intelligence)?**	While we understand the significance of AI, we plan to adopt it cautiously to build a safe infrastructure, prioritizing operational efficiency to support staff and enhance member interactions, without ever using AI solutions to replace employees.
19	**What is the credit union doing to ensure deposit safety from the projected financial changes with digital currency?**	Members' deposits at SECU are safe, and the changes in technology don't affect that protection. Members' savings are federally insured by the National Credit Union Share Insurance Fund up to $250,000. Much of what people hear about 'digital currency' is cryptocurrency and stablecoins. It's worth noting that these products are not federally insured. We work every day to keep the Credit Union strong through any changes in the financial system. We maintain capital levels above the regulatory requirements and hold liquidity levels to meet members' needs, even under modeled stress scenarios.
20	**Why doesn't the Board publish our monthly financial statements online? Is there a problem with this?**	SECU shares its financial results in several ways. Every month, we post a financial summary on our website covering assets, loans, deposits, capital, loan losses, delinquency, and expenses, compared to the prior year. Our full financial statements are available to any member upon request at a local branch.
21	**It seems like we don't have many options to choose from in board elections. Why doesn't the board nominate more than one candidate for each vacancy?**	While SECU's Bylaws permit the Nominating Committee to nominate more than one candidate for each vacancy, this year the Nominating Committee selected three candidates who the Committee believed best met the evaluation criteria to be effective directors and advocates for our members in line with SECU's mission, vision, and values.
22	**Who do I communicate my concerns about part of a process that can potentially have a negative impact on the perception of SECU?**	To communicate concerns, you may send a secure message through Member Access, send an email to info@ncsecu.org, contact Member Services Support at (888) 732-8562, or speak to an SECU employee at your local branch.
23	**At most of our advisory board meetings financial literacy is addressed. If NCSECU is truly interested in helping members who are just beginning their financial portfolio, offering compound interest accounts will be very beneficial. Many studies show most people will not save the simple interest received monthly even if it is deposited in a savings account. PLEASE add compound interest accounts!**	SECU's deposit products feature compounding interest, with the exception of Share Term Certificates, which pay simple interest. When evaluating an STC or Certificate of Deposit (CD), you should always compare the Annual Percentage Yield (APY) on the STC/CD. Financial institutions are required to quote the APY which includes the effect of compounding on the overall yield of the deposit. If two institutions offer a CD with an APY of 4%, the overall earning rate is the same for each CD, regardless of whether the interest is compounded or not.

24	**Will the Foundation consider offering scholarships to any student, regardless of where they attend school? Rationale: Many of these kids have been members of SECU since toddlers and their parents have been members even longer. They have supported SECU for years and they should be considered for a scholarship. Maybe consider establishing a second scholarship for these students.**	There are no changes being considered to the scholarship program by the SECU Foundation at this time. The requirement that SECU Foundation Scholarship recipients attend one of the 16 UNC System schools is a deliberate one. This strategy supports North Carolina's public universities, as these schools comprise a large contingent of SECU's base field of membership.
25	**Is SECU going to be changing their holiday schedule to federal and not continue to be closed with state holidays like the members we service?**	We are not changing the holiday schedule in 2027; however, we are considering this change for 2028.
26	**May members attend advisory board meetings to ask questions and have an opportunity at the local level to know their credit union?**	Members are welcomed and encouraged to ask questions at any time throughout the year, and we have numerous avenues through which this is done such as touchpoint and member service surveys. We encourage members to get to know their local branch staff and leadership, and to express their interest in volunteer opportunities, including service on the branch Advisory Board. However, Advisory Board meetings are reserved for appointed Advisory Board members.
27	**What is the projectory on the stability of the organization in the near future?**	SECU is in a strong financial position, and our plans are to keep it that way. Our focus is on returning value to our members through competitive deposit rates, low fees, and favorable loan rates, while growing responsibly to maintain the safety and soundness of SECU.
28	**Will we vote at this Annual Meeting?**	Yes. Any member eligible to vote in the election of Directors could vote either absentee (online or by paper ballot) or in person at the Annual Meeting.
29	**What are the restrictions on the Board of Directors proposing topics to be addressed for Board deliberations?**	Any Board member may propose a topic for discussion at a Board meeting, typically by requesting that the topic be placed on the Board meeting agenda in advance of the meeting.
30	**How can members call for a Special Meeting and how can they request the Board of Directors to change any particular policy?**	Article VIII, Section 4 of SECU's Bylaws states: "Special meetings of the members may be called by the chairman and shall be called on the written request of not less than 10% of the membership." Members can email SECU at info@ncsecu.org to make suggestions regarding particular policies.

31	**Why do the candidates not share their reasons for running, and their visions for SECU?**	Each candidate (whether recommended and nominated by the Nominating Committee or self-nominated) was given the opportunity to provide a background statement noting their occupation, education, and board and volunteer experience. All candidates are free to share their reasons for running and their vision for SECU through whatever means they choose.
32	**Please publish the wording of the bylaw amendments approved by the SECU Board in September, 2025; explain their purpose and intent; and state if the amendments have been modified or rescinded? Thank you.**	State law requires that any proposed bylaw amendments be submitted to the Administrator of Credit Unions for approval. The last time SECU submitted proposed amendments to the Administrator for approval was in 2023. Bylaw changes are only made if SECU concludes that such changes will improve corporate governance and are in the Credit Union's and membership's best interest. If any future Bylaw changes are ultimately approved by the Administrator, they will be shared with the membership as prescribed by the Bylaws.
33	**Why doesn't SECU post a copy of our bylaws on the website? Most credit unions do. It would help eliminate any uncertainty."**	SECU provides a copy of its Bylaws to any member who requests a copy. We will consider your suggestion to post them on our website.
34	**How can a group of SECU members present a resolution to the Board of Directors for consideration and response? What is the best way for members to be heard on important issues?**	Members are free to reach out to the Board to make suggestions by sending an email to info@ncsecu.org or Board.Corporate.Secretary@ncsecu.org. SECU's Bylaws do not provide a mechanism for a member to propose a resolution for the Board to vote upon. SECU's Bylaws do provide a mechanism for a member to present resolutions to the membership by arranging for a special meeting. Article VIII, Section 4 of the Bylaws states that special meetings of the members may be called by the chairman and shall be called on the written request of not less than 10% of the membership.
35	**Would you please explain the 26.5 millon dollar, non recourse loan granted to CEO Leigh Brady by the board, which was reported to the IRS?**	The dollar figure reported on the IRS return represents a loan SECU made to the President & CEO to purchase a split-dollar life insurance benefit, which is a common credit union executive compensation tool used to attract and retain executives. The loan is fully secured by the policy. Under the agreement, every dollar SECU lent will be repaid, with interest. Before offering the benefit, SECU relied upon expert advice from independent compensation consultants and other professional advisors and received regulatory approval from the North Carolina Credit Union Division as required under 04 NCAC 06C.1202(6). While SECU has funded supplemental executive retirement plans for its last several CEOs, the split-dollar life insurance option allows SECU to offer a similar benefit at a lower cost to members than supplemental executive retirement plans funded with cash payments.

36	**How long has each candidate been involved in banking, and have any of the candidates been involved in any misconduct in other states?**	We do not have specific information as to how long each candidate "has been involved in banking." However, in the Board of Directors' Candidate Package, each candidate was given the opportunity to provide supplemental background information to allow the Nominating Committee to assess each candidate's respective qualifications. All candidates are free to share their qualifications, including "involvement with banking" with members through whatever means they choose. SECU's Audit department performs a background check on all candidates. The background check includes a criminal record and credit check.
37	**To whom are these member questions submitted and how do members know all questions are answered?**	These member questions are submitted to SECU's President & CEO and Executive Leadership Team for responses. All questions submitted have been answered and are available in this document.
38	**Your requirement that questions be submitted with a name and address intimidates members, especially employees. Is this intentional?**	No. Members are welcomed and encouraged to ask questions at any time throughout the year, and we have numerous avenues through which this is done. We haven't received any feedback from members stating that they are intimidated by disclosing their names and email addresses in connection with asking a question. Knowing who asked the question allows SECU to reach out directly to the member in the event a one-on-one conversation is warranted based on the member's specific question. If SECU employees wish to ask anonymous questions or make an anonymous report, they may use SECU's Honor Line which allows confidential communications on a platform hosted by an independent third party.
39	**Will the Board commit in the bylaws that no director or executive can receive bonuses, payouts, or other benefits tied to a merger or sale of SECU?**	SECU has absolutely no intention whatsoever to be sold or acquired through a merger or any other vehicle. We will consider your suggestion.
40	**How are Credit Union Members to gather signatures for self nominations to the Board if said CU Members cannot solicit signatures on Credit Union property??**	We believe our branches should be "campaign-free" zones so that members can conduct their business without being approached with solicitations of any kind. Candidates are free to solicit signatures using their own personal connections and networks.
41	**Can there be some discussion about joining the shared banking network, if not every branch, at least one in each county.**	SECU offers one of the largest branch networks across North Carolina, with at least one in every county. SECU also offers over 1,000 ATMs throughout the state as well and is committed to serving members through every channel to meet their needs.
42	**When will the "core" computer conversion be completed?**	Work is already underway, with a planned completion of early 2029.

43	**What are you going to do to give members a better return on investment?**	SECU gives back to its members through higher rates on share deposit accounts, lower fees, and affordable lending rates. SECU's Money Market, IRA, and Share Term Certificate rates are some of the best in the industry. Those members who are looking for a higher return on their savings are seeing that benefit. SECU offers lower fees, ensuring our services remain affordable for all members.
44	**When can we establish small business accounts? And need interest rates on CDs to be adjustable to surrounding market and other credit unions…can we do that?**	SECU must complete our core system upgrade to begin offering small business services and organizational accounts. We are researching small business services and discussing what suite of products/services we will consider. We have targeted our best rates in STC accounts to create a longer-term value for our members as well as offering Money Market rates which allow our members the security of access to their funds while receiving a higher return on their savings. During fiscal year 2026, we paid out $1.18 billion in deposit interest. We continually monitor our ability to offer competitive deposit rates that are at the top of our market surveys.
45	**Can the Board of directors increase the interest rate on CD's? Can the Board of directors increase the interest rate on IRA accounts?**	At SECU, we continue to benefit our members with very competitive deposit rates on STCs, Money Market and IRAs. We have targeted our best rates in STC accounts to create a longer-term value for our members as well as offering Money Market rates which allow our members the security of access to their funds while receiving a higher return on their savings. During fiscal year 2026, we paid out $1.18 billion in deposit interest. We continually monitor our ability to offer competitive deposit rates that are at the top of our market surveys.
46	**Can you explain why there has only been a minimal increase to the Money Market interest rate?**	Despite a declining rate environment over 2024 and 2025, SECU chose to keep the Money Market rate unchanged to continue providing a strong benefit to our members. With the recent Federal Reserve increase in September, we're excited to share that we increased our rate to provide greater benefit to members.
47	**Has SECU thought about home banking for members that are homebound/disability/transportation issues etc….**	Nearly all of our services are available without requiring a member to physically visit a branch. As we continue upgrading our technology, this increases members' ability to self-serve at home. Our 24/7/365 Member Services Support center, our website and mobile app enable us to reach members no matter their physical location.
48	**Why are you letting a tech company takeover a State Employee controlled function (Bill Bay) by bringing in outside interest to bear on services. This speaks of a loss of control.**	We use the same BillPay service provider that we have used for many years. As part of our digital banking modernization, we upgraded to our provider's current platform and service model to provide a more modern experience and support future capabilities.

49	**The new technology is not good at all. I was at lunch with a SECU employee shortly after the technology conversion, and we got into a conversation with our server. He asked where she worked, and when he said SECU he replied that he was a SECU member and HATED the new technology. I said, "Me, too! It's awful!"** **Why the transition? Why make it SECU harder to digitally use?**	We acknowledge this was a large transition for our members. Our prior online and mobile experience was in use for many years; however, those platforms lacked many features, provided very inconsistent experiences, and did not support a foundation to improve or expand our capabilities based on what our members have asked for over the past several years. We appreciate our members' patience during this transition and are actively prioritizing enhancements based on member impact and feedback.
50	**Member SECU-1973, ask anyone why SECU introduced the new web site? It is user unfriendly, time consuming, inefficient, confusing & presents too much space. Responses were "we are working on it," now 3 months! The system can't be made useful or repaired in my opinion. Bring back the old system as an OPTION & let the members decide for themselves which system services them best.**	We acknowledge this was a large transition for our members. Our prior online and mobile experience was in use for many years; however, those platforms lacked many features, provided very inconsistent experiences, and did not support a foundation to improve or expand our capabilities based on what our members have asked for over the past several years. We appreciate our members' patience during this transition and are actively prioritizing enhancements based on member impact and feedback.
51	**Question - is there a way to put the rates back on the homepage of each of our accounts (like it used to be)?**	We've heard from members that they value being able to quickly see key account information, including account total balances and rates. We're evaluating enhancement opportunities to make that information more visible and easier to access in the new experience.
52	**When you opened your accounts on line now it does not show the total amount of your accounts. Is there a reason why this not available now.**	We've heard from members that they value being able to quickly see key account information, including account total balances and rates. We're evaluating enhancement opportunities to make that information more visible and easier to access in the new experience.
53	**As we prepare for hurricane season, what is the status of the mobile ATM machine?**	The design of the mobile ATM is complete. We are actively testing the various network capabilities and operating systems with a goal of having the unit ready to deploy by the end of the year.
54	**Could SECU offer a multi-period Financial Education Class to members that would include financial literacy, home buying, credit card use and short term SECU loan options that has a "Certificate" awarded at completion?**	Financial education is an important focus for SECU, and we offer consumer presentations and resources for all ages on a variety of topics. We can provide speakers in the classroom, at staff meetings, seminars, and Lunch and Learn events – in person or virtually, so be sure to connect with your local branch or contact Outreach (outreach@ncsecu.org) to coordinate an SECU presentation.

55	**Apologies for the 2nd submission but I did remember a question I had - was wondering if the Credit Union would consider a program where a member could sponsor a non-family member at least once/year to join the credit union?**	SECU's field of membership requires a "common bond" to join, and for non-state employees, this common bond is defined as immediate family.
56	**Is SECU looking at creating a platform for businesses?**	SECU must complete our core system upgrade to begin offering small business services and organizational accounts. We are researching small business services and discussing what suite of products/services we will consider.
57	**Could we give a non-profit organization (law enforcement) access to our bank?**	SECU must complete our core system upgrade to begin offering new organizational accounts.
58	**Is there an Eta for single member LLCs to establish an account?**	SECU must complete our core system upgrade to begin offering small business services and organizational accounts. We are researching small business services and discussing what suite of products/services we will consider.
59	**Do you think SECU will ever be able to assist small businesses?**	SECU must complete our core system upgrade to begin offering small business services and organizational accounts. We are researching small business services and discussing what suite of products/services we will consider.
60	**How does the Credit Union Car Buying Service work now? I used it twice in the past but this last time, I just received quotes from dealerships…**	The SECU Car Buying Service, powered by TrueCar®, connects members to a network of dealers. Members can research and select vehicles from a centralized online inventory which can be accessed from ncsecu.org. Once a vehicle is selected, they get upfront, personalized pricing from a TrueCar Certified Dealer. Members can finance the car with SECU and finalize the purchase with the dealer. In addition, they may trade in their car as part of the purchase transaction or independently sell their car to TrueCar.
61	**Have the introduction of rewards credit cards increased the amount who has them through the credit union vs. competitors?**	Members have responded quite favorably to our new credit cards (Classic, Cash Rewards, and Points Rewards) in their first year. As of August, we've opened 52,000 new accounts. The new credit card offerings now represent 12% of the total credit card portfolio and are driving 21% of spend, which tells us that members are highly engaged. For those members that have one of our rewards cards, they have also earned over $3 million in rewards to date, which is a lot of value that we're able to return to them just for using their SECU card.

62	**Are there any initiatives being sought to help put state employees who are low income into affordable housing?**	For qualified borrowers, SECU's First Time Homebuyer program provides 100% financing up to $500,000 with no private mortgage insurance and allows an additional $2,000 to be financed into the loan to reduce the funds needed to purchase a home. We also participate in the FHLBA Community Partners program that can allow for up to $20,000 in home purchase assistance for current or retired law enforcement officers, educators, health care workers, firefighters and other first responders, and veterans or active-duty members of the U.S. military or their surviving spouses.
63	**I would like to establish a small two acre homestead on undeveloped land. Does SECU offer rent to own land that people have walked away from?**	SECU does not offer rent to own for any collateral: auto, land, or homes. In addition, SECU does not offer land-only secured loans. In early 2027, SECU will be reintroducing our construction loan program, which will allow the financing of land as part of the total loan amount, if needed. We will also allow the payoff of an unsecured loan with the proceeds of the construction loan if the unsecured loan was used solely for the purchase of land where the house will be built.
64	**Are there any plans to alter the branches' ability to raise the M2M transfer limit (for a short period of time) similarly to how branches have the ability to raise a POS limit?**	Not at this time; however, this might be considered at some point in the future.
65	**Are there any plans to offer Zelle?**	SECU does not currently offer Zelle®, but we consistently evaluate new ways to help our members move money safely and securely. A new feature we recently added to Member Access, our digital banking platform, is the Member-to-Member transfer service, which allows for instant transfers between SECU members with no fees.
66	**Will Zelle be offered (or another cash app type service) in the foreseeable future?**	SECU does not currently offer Zelle®, but we consistently evaluate new ways to help our members move money safely and securely. A new feature we recently added to Member Access, our digital banking platform, is the Member-to-Member transfer service, which allows for instant transfers between SECU members with no fees.
67	**Do we foresee a non member money transfer app like Zelle being available at any time?**	SECU does not currently offer Zelle®, but we consistently evaluate new ways to help our members move money safely and securely. A new feature we recently added to Member Access, our digital banking platform, is the Member-to-Member transfer service, which allows for instant transfers between SECU members with no fees.

68	**Will SECU consider transfer of funds from SECU member accounts to other banking institutions where the same member may have accounts?**	SECU does not currently offer account-to-account services for members to transfer their funds between their accounts at SECU and other financial institutions, but we consistently evaluate new ways to help our members move money safely and securely.
69	**Is there any interest/plan in SECU providing High Yield Savings accounts?**	SECU currently offers Money Market and Share Term Certificate accounts for members seeking higher yield savings options. Additional products can be considered after SECU completes the core system upgrade.
70	**What if any new technology is being provided to prevent identity thief of member accounts)? In addition the new ATM machines (I guess for security purposes have you put in your code after every transaction) although cumbersome it is a good feature. It does however take more time. Was this considered in the programming?**	We continuously invest in new technologies and security measures designed to help prevent fraud, while protecting members' personal information. For example, we recently enabled enhanced multi-factor authentication in our new digital experience. Additionally, as you mention, we now require the PIN to be entered at our new ATMs before each transaction. This was implemented because of cardholders leaving their cards behind and giving a nefarious actor the ability to complete unauthorized transactions. As we strengthen protections, we carefully balance security with the member experience. Our goal is to provide strong protections while making the member experience as simple and seamless as possible.