



October 1, 2020

Dear Member,

We want to inform you about important changes that are taking place at your Credit Union. Members have come to expect the best and easiest banking experience from Beacon, and we've worked hard to deliver on that expectation.

Over the years, we have worked to implement some of the best electronic and remote banking services available to consumers today - services that have offered members convenience and safety during the Coronavirus Pandemic. Members have responded by using them more and more each day! The added time saving and ease of transacting business without needing to come into a branch has become so popular with members that it has notably reduced the usage of some branch locations. With fewer members needing to come into branches, we have decided to redirect our resources to better benefit our members.

To continue to meet our goal of delivering better rates and lower fees to all members, as well as continuing to offer the financial products you are looking for, we will be closing one of our locations and relocating another to our own brand new building.

The Clear Lake Branch, located inside the Clear Lake City Blvd HEB, has continually experienced greatly reduced in-person usage, even before the Pandemic, as more and more members opted for the convenience of Beacon's technology. After much study and discussion, the Board has voted to not renew our lease and will not reopen the Clear Lake Branch.

At the same time we have begun construction on a brand new building to house our Seabrook Branch. The new branch, to be located in Seabrook Town Center on Repsdorph, will have up to date conveniences including a 24 hour drive up ATM and Night Deposit, as well as a 2 lane drive-thru, while still providing the personalized service members have come to expect and value.

**All members have access to Beacon technology - free and available 24/7.**

#### **PC Branch**

- Check your balance
- Make transfers
- Set up payments
- Set up transfer loan payments
- Review your debit card purchases

### Mobile App

- Check your balance
- Make transfers
- Set up payments
- Make a remote deposit

### Other Online services

- Open an account online
- Apply for a loan online
- Documents can be signed electronically

**Credit & Debit Cards** continue to work as usual.

Make sure you set up **direct deposit** with your employer so your paycheck deposits automatically.

We understand you may have some questions or may wish assistance in determining which services are **best for you**. Our **Call Center** – staffed by live employees - remains available during regular business hours for any of your loan and service needs. ***We're only a phone call away at 281-471-1782.***

Beacon Federal Credit Union remains committed to providing our members with exceptional member service by developing and delivering products that truly and effectively meet your financial needs.

If you have any questions, please call me or any member of the Beacon team.

Sincerely,



Jack McAdoo  
President/CEO