

Virtual Annual Meeting - Frequently Asked Questions?

1. Who should attend the annual meeting?

- a. All of our members 18 and older. The Annual Meeting is a unique benefit of being a member. All member-owners holding a 'share' of the credit union, age 18 or older, can log in to attend the virtual meeting.

2. What do I need to log in and join the meeting?

- a. Your first and last name (as shown on your HCFCU statement), 5-digit zip code, and PID**.
- b. You will need a device with an updated internet browser. Internet Explorer is no longer supported.

3. What if we have a joint account?

- a. The primary member's zip code is used, but everyone will have different login credentials.

4. What if I recently moved and changed my address, which zip code will you have?

- a. We will use the mailing address zip code present on your membership as of 03/22/2022. Check online banking or your most recent statement.
 - i. If you change your zip code information on your membership after 03/22/2022, please use your previous zip code to log in.

5. What if I married recently, changed my name, or have a hyphenated last name?

- a. Check your most recent statement as of March 1, 2022. This shows your full name on file. We will need you to sign in with your first and last name, NOT including any middle initials. This does include Jr or Sr in your name if it was provided. This will include hyphenated last names. **Please check your most recent statement.**

6. What if I joined the credit union on the day of the event?

- a. Members who join on the day of the annual meeting should contact the help desk* after 5pm for their login credentials.

7. What is my PID**?

- a. Personal Identification - this is your password for the event. How we know it is you attending.
 - i. You can find the details about your PID in your online banking messages, or a recent member email from us about the virtual annual meeting. If you do not have either of these services, please check your Statement Messages.
 - ii. Check your online banking profile or contact us to verify your information is accurate prior to the event. On the day of the event, we will have a help desk* available to verify the information until 6:30 PM.

8. Will my viewing device's microphone or camera be activated?

- a. No. At no time will your device's microphone or camera activate while attending our meeting.

9. Will I have to attend the whole meeting?

- a. No. You do not. There are certain benefits to staying throughout the meeting!

10. How do I claim a prize?

- a. We will contact prize winners within 2 business days after the meeting.