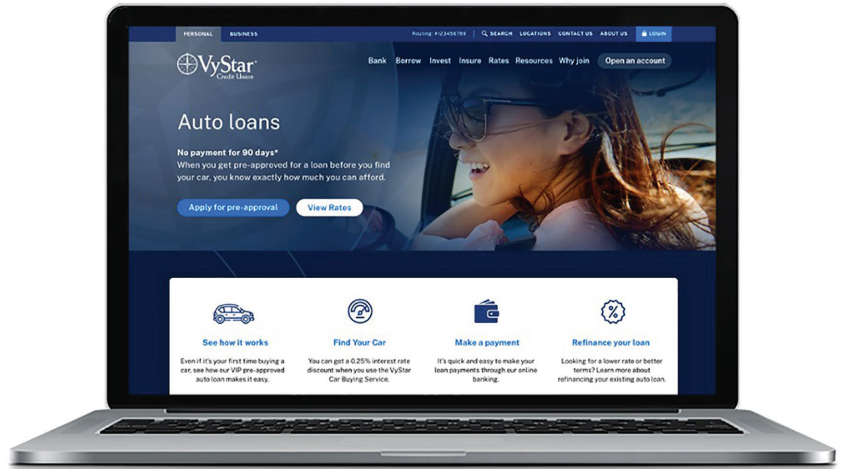


VyStar FACTS

Your quarterly look at what's going on at VyStar.

Coming Soon: A New and Improved Digital Experience for Members



You spoke and we listened.

VyStar employees have been hard at work for almost two years building a better digital experience for members. This has meant pulling together internal teams and consultants to map the member journey, build a design and develop content to create a new Online Account Opening service, website and Online & Mobile Banking platform.

Our new Online Account Opening service was launched several months ago and cut the time to open and fund an account online from over two weeks to under five minutes. Now, we are excited for our latest milestones as we prepare to unveil our new website and Online & Mobile Banking platform.

Website Redesign Launching by August

After months of hard work, we're ready to unveil the new vystarcu.org website by early August. Our new site is simple, easy to navigate and offers a more user-friendly experience. It will also include refreshed features such as financial calculators, more informative product pages, ways to stay connected with us, easy-to-access rates and more.

Be sure to bookmark vystarcu.org on your phone, tablet or computer so you can see it as soon as it goes live!

New Online & Mobile Banking Launching in October

We are committed to taking our Online & Mobile Banking platform to the next level with help from our partners at

Nimbus, an industry leading financial technology (fintech) provider of banking solutions. VyStar continues to invest in industry leaders, and the results show what can be achieved when credit unions and fintech companies work together to achieve more for members.

Here are some improvements to our Online & Mobile Banking services you can expect:

- **Improved speed, reliability and uptime**
Enjoy a better digital experience.
- **Money movement and payment capabilities**
Improved abilities to manage your bills and move money both online and in the mobile app.
- **Zelle® enhancements**
You'll soon be able to send money directly to people in your contact list.
- **Simplified transaction descriptions**
Say goodbye to coded transactions and hello to easy-to-read transaction descriptions.
- **Check image lookup**
View, download and print deposited check images through your app or desktop.

We know our work does not end here, and we will continue to enhance our digital capabilities for members. Our current road map of digital improvements extends several years into the future to make sure we are always best in class.

In Case You Missed It



VyStar developed curriculum and served as financial partner in the Mayor's Youth at Work Partnership.

DAY OF GIVING

Our Senior Team members participated in the Nemours Day of Giving telethon and helped raise over \$26,000.



On April 29, VyStar celebrated the 69th anniversary of our founding at Naval Air Station Jacksonville.

BLACK EXPO

We sponsored the Florida Black Expo Spring Empowerment Summit to help local residents find career opportunities.



Our Tallahassee branch had its official grand opening on June 23, marking our first location in Leon County.



FROM OUR CHIEF STRATEGY OFFICER

Growing for Good

As VyStar Credit Union builds for the future, we continue to make key investments in growth, innovation and talent that are in the best interest of our

employees, members and the communities we serve. Through these strategic decisions, we strengthen the long-term stability of our organization, and in doing so, ensure our impact is sustainable amid an ever-changing economic landscape.

One significant investment we announced in March and are excited to now share with you is our acquisition of Heritage Southeast Bank (HSB). When finalized, this partnership will bring our total assets to approximately \$12.5 billion, full-service branches to 88 and membership to more than 850,000.

That said, it is important to look beyond these numbers to understand why this acquisition makes sense. Headquartered in Jonesboro, Ga., HSB proved to be an ideal partner for reasons that trace back to our earliest days as a credit union and extend far into the future.

The most fundamental reason for this partnership is that we recently expanded our field of membership to include 10 Georgia counties, and through this partnership, we can now serve those residents with VyStar branches. In addition to serving existing members, this expansion will allow us to better serve new members and surrounding communities.

Similarly, this partnership allows us to directly support even more of our military and veterans, as we now are better positioned to serve the Naval Submarine Base Kings Bay near St. Marys and will have the opportunity to serve Fort Stewart-Hunter Army Airfield near Hinesville. Since our founding at Naval Air Station Jacksonville in 1952, serving the needs of our military service members and civil service employees has been at the core of who we are. This acquisition enables us to better fulfill our commitment to all of our past and present military members.

In addition to bringing the benefits of credit union membership to more people, this partnership also adds economies of scale and geographic diversification, reinforcing our position as a strong and reliable financial institution. It will improve our access to an expanded pool of talent, help us gain efficiencies across technology and processes and further our opportunities for continued investments in innovation.

Our first acquisition of Citizens State Bank in 2019 has proven to be a good blueprint for what we can all expect from our partnership with HSB. For example, that partnership has resulted in:

- Higher deposit rates, lower loan rates and fewer fees for members
- Better technology and best-in-class products and services that enable members to bank better
- Personalized products for military, veterans and their families
- More funds reinvested back into the communities we serve (VyStar donated more than \$3 million to local organizations last year)
- Enhanced benefits and career advancement opportunities for our team members

Those are just a few of the ways we have seen how a partnership between two strong organizations can result in a positive impact for all involved, and we are excited to see similar benefits going forward.

Thank you for growing with us as we continue to Do Good for even more members and in even more communities. VyStar and HSB are both committed to providing the best we have to offer to our employees, members and the communities we serve. And when we bring our best together, there is no limit to what we can achieve.

Ryan McIntyre,
Chief Strategy Officer
VyStar Credit Union



Financial Wellness 101

Here's a tip from our Senior Vice President of Real Estate Lending **Jennifer Kouchis**

Whether you are purchasing a home or refinancing, don't focus solely on the interest rate. Also look at factors such as whether the loan requires mortgage insurance and the down payment amount you will be required to have at closing. The lowest rate often comes with high points, which in turn increases your closing costs, so study your options and don't be afraid to ask questions.

Jennifer was recently named one of the Jacksonville Business Journal's 40 Under 40 honorees!

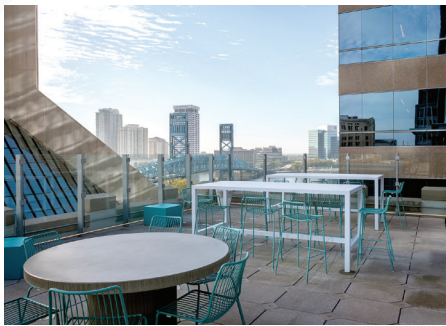
VyStar Campus Expands

As part of our ongoing efforts to provide a Best Place to Work for our employees, while also helping to transform downtown Jacksonville, we recently welcomed three new restaurants and a grab-and-go marketplace that will be operated by the owners of The Bread & Board.

Now located on the first floor of our 100 W. Bay building are The Bread & Board restaurant and The Bread & Board Provisions, which offers an array of local products. Nearby, Bread & Burger is open in our breezeway, and Estrella Cocina is located on the rooftop of our 100 W. Bay building.

Together, we are optimistic these additions will bring energy and vibrancy to our community.

We hope to see you at one of these new spots soon!



VyStar's First Branch in Tallahassee is Now Open!

As we grow across Florida and beyond, VyStar is proud to serve members at our new Tallahassee branch, which is located at 1814 W. Tennessee St.

This is our first location in Leon County and continues our expansion toward the Florida Panhandle following the acquisition of branches in Perry and Steinhatchee in 2019. It will help serve a vibrant mix of college students, young professionals, families and state employees.

The Tallahassee branch features our digital-forward design concept. That includes interactive touchscreen kiosks that provide financial tools and allow members to quickly explore the latest products, services and rates.

Construction will soon begin on VyStar's second Tallahassee branch, which is expected to open in 2022.



VyStar's 69th Annual Membership Meeting Was Held on March 31, 2021

The following Board members were elected to serve on the Executive Committee of the Board: Chair: P. Kem Siddons; Vice Chair, William C. Vivian; Treasurer, Eric J. Hatfield; and Secretary, Diane R. Fears. The following Board members were elected to serve three-year terms on the Board of Directors: George R. Berry, Diane R. Fears and Jonathan Hogan. Other members of the Board of Directors include Victor Blackshear, Jennifer Lusk and Larry Myers.

VyStar's Audit Committee: Chair, Jonathan Hogan; Vice Chair, Jennifer A. Lusk; Member, Victor Blackshear; Member, Vicki S. Harris; and Member, Diana Wendland.

The VyStar Financial Group (VFG) Board of Directors: Chair, Eric J. Hatfield; Vice Chair, Larry Myers; and Secretary/Treasurer, Diane R. Fears. Other members include: Director, Jennifer Lusk; and Director, George R. Berry.

2020 Annual Report Correction

The totals for interest expense on borrowings and interest expense on members' deposits were transposed in the financials section in our 2020 Annual Report and second quarter edition of VyStar Facts.

The correct totals for interest expense on borrowings were \$35,079 in 2019 and \$11,667 in 2020. The correct totals for interest expense on members' deposits were \$64,329 in 2019 and \$60,253 in 2020.

See what's coming up

JACKSONVILLE, FL

JUMBO SHRIMP CHARITY BEGINS AT HOME GAMES



Get buy one, get one free tickets when you use your VyStar debit or credit card at checkout.

For ticket information, visit milb.com/jacksonville/tickets/promotions

ORLANDO, FL

DR. PHILLIPS CENTER



Get 20% off tickets to available shows when you use your VyStar debit or credit card at checkout.

Visit www.drphillipscenter.org to view the full schedule or purchase tickets.

ONGOING MEMBER DISCOUNTS

Jacksonville Zoo & Gardens

Get 10% off an annual membership with code **VYSTARTY10** using the link on our website: www.vystarcu.org/Community-Involvement.

Museum of Science & History

Get \$5 off admission when you use your VyStar debit or credit card to purchase tickets.



Ongoing
Second Tallahassee branch construction



August 13
Bellevue High School branch construction complete



Ongoing
Mandarin branch remodel



August 18
Mount Dora branch ribbon cutting



Ongoing
Winter Garden branch construction



Ongoing
Titusville branch construction

Be part of the conversation!



VyStar
Credit Union



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Please visit www.vystarcu.org to view current promotions and holiday closings.

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