



March 5, 2026

Dear Members,

Every year, we take time to reflect on where we've been and where we're headed, and today, I'm excited to share an important update with you. Greater Eastern Credit Union will soon become Greater Experience Credit Union.

This change represents more than a new name. While our past name changes reflected who we served, this one reflects how we serve. Greater Experience is our promise to walk alongside you, meeting you where you are today and helping you move confidently toward what's next.

Looking ahead, 2026 will bring exciting improvements, including upgrades to our digital banking experience, new tools to help protect you from online scams, and new products such as high-rate checking and savings accounts. We'll be sharing details as these updates are introduced.

In the meantime, here's what to expect:

- A new name and refreshed logo that better reflect our purpose (rolling out soon)
- The same familiar faces and the same trusted service you know
- Your accounts remain exactly the same, account numbers are not changing
- Existing debit cards, credit cards, and checks will continue to work and be honored as usual as branding is gradually updated
- Ongoing emails and updates as we share more about the enhancements coming in 2026

As always, if you have questions at any point, our team is here for you. Please feel free to stop by your local branch or give us a call at 423-283-4300. We'd be happy to help.

Thank you for allowing us the privilege of serving you. You are the reason we exist, and we look forward to continuing to grow with you.

With gratitude,

Sam Cantrell  
CEO  
Greater Experience Credit Union