MY FINANCIAL HEALTH

FREQUENTLY ASKED QUESTIONS

Coulee Bank

BANK WITH CONFIDENCE

Member FDIC

General
INFORMATION

What is My Financial Health?

My Financial Health is a feature available within the Coulee Bank digital banking platform that offers premium financial tools with enhanced control over your financial well-being.

Is there a fee for My Financial Health?

No! My Financial Health is a complimentary tool we offer at no cost to customers. There are additional features available via a premium version upgrade.

I am concerned about privacy and how Coulee Bank is sharing my personal information to provide this service. What information are you sharing and is it safe?

At Coulee Bank, we understand how important privacy and data security are, and we are happy to clarify.

- My Financial Health is a trusted service provider that we have a joint marketing agreement with to deliver this service to you.
- While some information is shared with My Financial Health to provide this service, your information is safe and is only used for the services they provide. Your information is not sold or used for marketing purposes.
- If you would prefer not to use the service, we can unenroll you.

What features are available at no cost?

- VantageScore 3.0 provided by Experian
- Dark web monitoring
- View exposed private information
- View online subscriptions

How do I view what is available with the premium version and enroll in the premium version?

- From the My Financial Health widget, click the See more button.
- This brings you to an expanded version of the My Financial Health tool.
- Scroll down to the section titled Want additional protection and features?
- The chart details what is available in the free and premium version.
- Click Upgrade to Premium to upgrade.

General
INFORMATION

How do I pay for the premium version?

When you enroll in premium, you can choose which account you would like the payment to come from. You can change the account at any time in the Manage Account section.

What if I close that account or don't have enough funds to pay for it?

If for any reason a payment cannot go through, you will be downgraded to the basic version. You can enroll in the premium version again at any time and update the payment information.

Can I cancel the premium version?

Yes! You can cancel at any time by going to the Manage Account option in the menu on the My Credit Score landing page.

What if I don't want to see the My Financial Health widget or don't want the service?

If you would like to opt out of this free financial tool, please contact us at 866-784-9550 or by emailing info@couleebank.net. If you would like to move the My Financial Health widget on your dashboard or remove it entirely, click the Organize Dashboard button at the bottom of your screen (note that this does not unenroll you, it simply removes the visual from the screen).

Overview of
MY CREDIT MANAGER

Monitor your credit score and reports.

- Basic service gives you access to your credit score which is FREE.
- Premium service will send you credit alerts that have occurred in the past 2 weeks that have affected your score negatively, positively, or neutrally.

Where does it pull the credit score from?

My Credit Manager provides users with the Experian, Vantage 3.0 credit score

How often is my credit score updated?

Credit scores are updated monthly. However, if you are on the Premium Plan, you will receive alerts immediately if there are any significant changes to your credit report.

Will this impact my credit score?

Using this feature does not have an impact on your credit score as it is a soft pull.

What do I do if I receive an alert that may be incorrect?

You should contact the appropriate credit bureau for more information.

Why doesn't my credit score in My Financial Health match other apps, a recent credit report that was run for me, or when I recently applied for a loan at Coulee Bank?

Our score is based on the VantageScore 3.0 model. There are many scoring models, and a credit score used by a lender to determine credit decisions may differ from the one provided by My Financial Health.

Overview of
IDENTITY PROTECT

Identity Protect monitors your personal identifiable information and alerts you if there was a data breach on the Dark Web

Premium Version Only

- Dark Web monitoring
- Options to monitor your social security number
- Options to be alerted if your address is changed online
- Identity theft insurance and restoration
- Telecom monitoring
- Surface web monitoring
- Social media monitoring
- Neighborhood watch

How did fraudsters get my information?

Personal information can be stolen in a variety of ways including theft of your mail, skimming devices used to obtain your credit or debit card information, fraudulent phone calls to your home posing as a trusted company, and more.

What do I do if I get an alert that my information has been shared?

Review the information included in the alert- if the activity looks familiar, no action is required. If it does not, our Financial Health experts can guide you on the next steps!

Overview of Personal
INFO PROTECTION

While our Identity Theft feature focuses on detecting the potential misuse of your identity, Personal Info Protection focuses on keeping your personal information from being exposed, which could potentially lead to identity theft. 98% of Americans have personal information being sold online.

Free Version

- View exposed private information

Premium Version

- View exposed private information
- Removal of personal information from brokerage sites
- Ongoing web monitoring for newly exposed private info
- Removal of information used for spam calls

How do I know if my information has been shared?

The Personal Info Protection tab will show you how many and which websites your personal information is listed on, with information on how to remove and opt out of future listings.

Why does exposed private information put me at risk?

- Identity thieves and hackers use your personal information to impersonate you, take over your accounts, open credit cards in your name, etc.
- Spammers, scammers, telemarketers, and robocallers buy your data to disrupt your day with spam, scams, unsolicited calls, and junk mail.
- Hackers can use your information to phish their way into your accounts.
- Data brokers, advertisers, and aggregators track and sell your personally identifiable information without your knowledge or consent.

What is a data broker?

A data broker is a website that scrapes the web to find personal information about you, then profits by selling it without your permission.

Why should you remove your private information from data brokers?

Removing your information from data brokers prevents identity theft, hacks to your accounts, unwanted spam, and unwanted robocalls.

Overview of Personal
INFO PROTECTION

How does the Personal Info Protection service work?

Our privacy experts will opt you out of 55+ data broker websites on your behalf, saving you time and headaches.

- Data broker sites don't want people to remove their information, because that is how they make money.
- They purposefully ensure that their opt out process is confusing, time consuming, and unclear.
- We do the heavy lifting to handle the process for you and individually opt you out of each site, and keep you update on the status of removals.

Overview of
SUBSCRIPTION MANAGER

Monitor your subscriptions in a centralized dashboard to ensure you are only paying for the services you are utilizing.

Free Version

- View online subscriptions

Premium Version

- View online subscriptions
- Cancel online subscriptions

What transactions are included in Subscription Manager?

Recurring charges including subscriptions and streaming services linked to your Coulee Bank accounts; this includes joint accounts.

What if there is an error with a listed subscription?

You can submit a report if there are any errors with your listed subscriptions for corrections, such as the title of the subscription service is not accurate.

Can I cancel subscriptions through Subscription Manager?

Cancellation support is also available with this service within the premium version; however, each service or subscription determines if they allow cancellation support to cancel a subscription. Some may still require you to visit their direct website or app to cancel.

How often are the listed subscriptions updated?

Subscription data is typically refreshed daily for premium users and weekly for free users.

CONTACT US

If you have additional questions or would like to opt out of My Financial Health, please contact our Call Center at 866-784-9550.

VISIT OUR WEBSITE AT
www.couleebank.net

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