INVESTING AT INDUSTRIAL CREDIT UNION

Frequently asked questions

In the app, the Knowledge Center is organized by portfolio type, then by category. This document follows a similar structure: questions with the same answer regardless of portfolio type are listed first, followed by questions with portfolio-specific answers. Answers reflect what members see in the app.

Not NCUA Insured | For Credit Union members | Updated November 2026

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> **How to read this document**
> Sections 1 and 2 hold the answers shared by more than one portfolio type. Sections 3, 4 and 5 hold only the questions specific to a single portfolio type.

SECTION 1

Answers that apply to all portfolio types

These questions have the same answer for pre-built, hybrid and self-directed portfolios.

GETTING STARTED

How long does it take to open an investment account?

Opening an investment account is a very quick process. The whole process can be done from your computer, tablet, or phone, and should take no longer than 5 minutes. During onboarding, most of your personal data is already pre-filled, which further streamlines the process. Most accounts are approved within 5 minutes. In rare cases additional data is required to approve your investment account. In those cases, approval can take up to 2 business days after you provide the additional data.

Can I set up automatic deposits into my investment account?

Yes, you can set up automatic or recurring deposits. The minimum amount for recurring deposits is just $10, and you can schedule them weekly, bi-weekly or monthly. You can cancel or modify a recurring deposit at any time.

What is the minimum funding amount?

The minimum funding amount is $10.

Can I use funds from a Health Savings Account (HSA) for an investment?

While you can invest funds from a tax-advantaged account like an HSA, we recommend consulting a tax advisor first. Moving funds to a taxable investment account may result in tax implications and penalties.

How can I transfer my existing investments from a different brokerage account?

We can help you with that! Here's how to start a transfer of your outside investments:

1. Go to the 'Account' section, then to 'My Portfolios'.
2. Click the 'Transfer Portfolio' button.
3. Complete the form and submit details about the source financial institution, along with a recent statement.

Transfer details

1. We support the transfer of all whole shares from individual accounts. Any fractional shares and any unsupported securities will be liquidated and transferred as cash.
2. Transfers are typically processed in 5 to 10 business days.
3. There are no fees charged by Industrial Credit Union Invest. Please check with the source financial institution, as they may charge for the transfer.

Need help? Contact our support team at hello@eko.investments for assistance with your transfer.

THE BASICS

What is stock investing?

Stock investing refers to buying and owning shares of a company's stock with the expectation of generating a profit from appreciation in the stock price and through dividends.

By investing in stocks, people can become owners of companies and benefit from their success. It provides an opportunity for diversification, allowing individuals to spread their risk across different companies and industries. Stock investing has historically been a good protection against inflation.

What is the difference between stocks and bond-ETFs?

Stocks represent ownership in a company, while bond-ETFs hold debt securities issued by corporations or governments. Stockholders have an equity stake in the company and may benefit from its growth and profitability, while bondholders are lenders and receive fixed interest payments over time. Bond-ETFs are considered safer than stocks, but also generally have a lower return.

What is an ETF?

An ETF is like a basket that holds different investments, such as stocks or bond-ETFs. It trades on stock exchanges like a single stock. ETFs offer easy access to various markets and are often less expensive than mutual funds. They are a popular choice for investors looking to diversify their portfolios.

What are the risks associated with stock investing?

Stock investing involves risks such as market volatility, potential loss of capital, and company-specific risks. The value of stocks can fluctuate based on economic conditions, company performance, industry trends, and other factors.

How do dividends work?

Dividends are payments companies make to their shareholders as a distribution of profits. Dividends are issued in the form of cash or additional shares of stock. Not all companies pay dividends, and the amount and frequency of dividend payments vary. When you receive a dividend, it is automatically added to your wallet.

Can I have multiple portfolios of different types?

Yes, you can pick from pre-built portfolios, hybrid portfolios and self-directed portfolios, and you can have as many portfolios as you like at the same time.

COSTS, ACCESS AND SUPPORT

Can I always take my money out of my investment account?

Yes, there is no minimum holding time, and you can deposit and withdraw at any time, free of charge. Withdrawals have a 24-hour hold and are then initiated over ACH, typically arriving within 1 to 4 business days. Sales must settle before funds can be withdrawn, and compliance holds may apply.

How long does it take for money to be withdrawn from my account?

It can take up to 5 business days for the money to be deposited into your credit union account.

Can I modify or cancel a scheduled transfer?

If you would like to make changes to or cancel a scheduled transfer, please contact our support team at hello@eko.investments, and we will be happy to assist you.

How do I get tax or account statements for my investment account?

If a tax or account statement is available, you can find it by selecting ‘Account’ and then ‘Documents and Statements’. From there, select the statement you are looking for and open or download it.

Where do I go if I have questions about my investment account?

If you have questions about your investment account, you can reach out to Industrial Credit Union, or contact Eko at hello@eko.investments or +1 (888) 761-2404. Support is available 8 AM to 6 PM ET (5 AM to 3 PM PT), Monday to Friday, U.S. federal holidays excluded.

SECTION 2

Answers for pre-built and hybrid portfolios

These questions have the same answer for both managed portfolio types.

GETTING STARTED

What are the first steps to start investing?

Getting started is easy. Select the 'Invest' option in Industrial digital banking and follow the onboarding steps. After you have completed the onboarding, you can fund your account. Once your account is funded, you are officially investing.

How do I fund my portfolio?

To fund your portfolio, go to 'Fund/Withdraw' and select a funding amount. Then select which account you want to use for funding. This can be an already-connected credit union account or an account at a third-party financial institution. For funding from third-party financial institutions, we use Plaid to securely connect to your account.

How long does it take for my deposit to arrive?

Funds will be instantly added to your portfolio if you have a single portfolio and the deposit amount is up to $1,000. Funds will be deducted from your credit union account on the same day if initiated before 2 PM ET (11 AM PT); otherwise, they will be deducted on the next business day.

If you are depositing more than $1,000 or if you opt out of Instant Funding, deposits initiated shortly before 2 PM ET (11 AM PT) will typically arrive the same day. Deposits initiated after 2 PM ET (11 AM PT) will generally take one business day to process.

THE BASICS

How are the bond-ETFs in my portfolio bought?

Bonds are bought through exchange-traded funds (ETFs). Using ETFs to buy bonds offers several benefits compared to purchasing individual bonds. The main advantages are:

- **Diversification:** Bond-ETFs typically hold a basket of bonds from various issuers and sectors, spreading your risk across different issuers and maturities.
- **Accessibility:** They are traded like stocks, so they are easier and cheaper to buy and sell.
- **Lower investment minimums:** Individual bonds sometimes have high face values. By offering bonds through ETFs, they are available to every type of investor.
- **Cost-efficiency:** Bond-ETFs generally have lower costs than actively managed bond funds, because they passively track an index rather than relying on active management.

What is the best way to transfer funds between portfolios?

The fastest way to transfer funds from one portfolio to another is to start a withdrawal, select the 'transfer to portfolio' option, and then select a destination portfolio. This usually takes a few hours, and in rare cases it can take up to a day.

RISKS AND RETURNS

What is portfolio rebalancing?

Portfolio rebalancing is the process of making sure your investment portfolio stays in line with your risk level and on track with your goals. Over time, the value of your investments may change, causing the mix of stocks, bond-ETFs, or other assets in your portfolio to become different from what you originally intended.

Rebalancing involves checking whether the mix of assets has shifted too much. If it has, rebalancing makes changes to bring it back in line with your target. For example, if you wanted 60% of your portfolio in stocks but it has grown to 70%, you sell some stocks and use the money to buy other assets, like bond-ETFs, to get back to 60%. By rebalancing, you keep your portfolio in balance and avoid becoming too heavily invested in one type of asset. It helps you manage risk and stick to your investment strategy.

Rebalancing is an ongoing, regular process, and it is done for you automatically.

What is tax-loss harvesting?

Tax-loss harvesting is a strategy to help reduce the taxes you owe on your investments. It involves selling investments that have gone down in value to offset, or 'harvest', those losses against any gains you may have made on other investments. By doing this, you may pay less in taxes and keep more of your money at the end of the year. Tax-loss harvesting is done automatically for you at the end of every calendar year.

COSTS AND SERVICES

What are the costs?

There is no management fee for Hybrid and Pre-Built portfolios.

When will I get charged for investing?

There is no management fee for Hybrid and Pre-Built portfolios, so you will not be charged for investing.

What is the minimum investment amount? Is there a maximum?

You can start investing from as little as $10. There is no investment maximum.

MY PORTFOLIO

Is my portfolio diversified?

We ensure that the portfolio we create for you is diversified in two ways. For starters, your portfolio always consists of bond-ETFs and stocks. This makes sure that even when the stock market is down, you are not fully exposed. A second way to ensure diversification is by selecting stocks from a wide range of industries. This way, if one specific industry is struggling, not all your portfolio companies are affected.

Can I convert my hybrid or pre-built portfolio to a self-directed portfolio?

Yes, you can convert your hybrid or pre-built portfolio to a self-directed portfolio. However, a self-directed portfolio cannot be converted to a hybrid or pre-built portfolio.

What happens if I no longer want to use my portfolio?

You can liquidate your portfolio at any time, and the balance will transfer to either your credit union account or another portfolio. Please note that liquidating a portfolio can trigger a taxable event and should be considered carefully.

SECTION 3

Pre-built portfolios only

Questions specific to pre-built portfolios.

THE BASICS

How do pre-built portfolios work?

Pre-built portfolios are carefully constructed by a team of investment experts, allowing you to invest in a diversified set of assets with ease. These portfolios are managed for you, including actions such as portfolio rebalancing and tax-loss harvesting, which are done on your behalf.

RISKS AND RETURNS

What kinds of returns can I expect?

Based on historical data, a diversified portfolio with a medium risk level is expected to return 6 to 8% per year. Based on your risk appetite, that range increases or decreases. A higher risk means the chance of a higher return increases, while also increasing the chance of a lower return. Please be advised that past performance is not a reliable indicator of future returns.

Is my portfolio actively managed for me?

Your portfolio is managed using a combination approach. This means that it combines elements of both active and passive management. The active components include periodic rebalancing and tax-loss harvesting to manage risk and maximize tax benefits. Passive management refers to a 'buy-and-hold' strategy for your portfolio. A buy-and-hold approach is when you buy investments and hold onto them for a long time, instead of frequently buying and selling. The goal is to benefit from long-term market growth and minimize the impact of short-term market fluctuations.

How can I minimize the risks of stock investing?

You can minimize risks by diversifying your portfolio, investing for the long term, and having a balanced portfolio that includes a mix of different stocks and asset classes, such as bond-ETFs.

MY PORTFOLIO

What are the holdings in my portfolio?

Your portfolio consists of a set of ETFs, made up of both stocks and bond-ETFs. The variety of ETFs in your portfolio ensures that your portfolio is diversified, while also focusing on the things you care about. To learn more about your portfolio and the individual ETFs in it, go to the 'Portfolio' section and select your holdings.

SECTION 4

Hybrid portfolios only

Questions specific to hybrid investing.

THE BASICS

How does hybrid investing work?

Hybrid investing allows you to have a 100% personalized portfolio based on your risk appetite, investment preferences, and investment horizon. To get started, you answer a few questions to determine your risk tolerance and goals, and then you receive a personalized portfolio. You can also further customize your portfolio by adding or removing individual holdings. Please keep in mind that these adjustments will affect the overall risk level of your portfolio.

RISKS AND RETURNS

What kinds of risks and returns can I expect?

Based on historical data, your portfolio is expected to return 6 to 8% per year. Please be advised that past performance is not a reliable indicator of future returns.

Is my portfolio actively managed for me?

Yes, your portfolio is actively managed for you. This management includes periodic rebalancing and tax-loss harvesting to manage risk and maximize tax benefits. Passive management refers to a 'buy-and-hold' strategy for your portfolio. A buy-and-hold approach is when you buy investments and hold onto them for a long time, instead of frequently buying and selling. The goal is to benefit from long-term market growth and minimize the impact of short-term market fluctuations.

How can I minimize the risks of stock investing?

You can minimize risks by diversifying your portfolio, investing for the long term, and having a balanced portfolio that includes a mix of different stocks and asset classes, such as bond-ETFs. The portfolios we create are well-diversified and balanced by default, which mitigates risk and optimizes your investment strategy. This way, you can have a sophisticated and professionally managed portfolio without having to be an expert yourself.

MY PORTFOLIO

What stocks and bond-ETFs are in my portfolio?

The portfolio that is created for you consists of 30 stocks and bond-ETFs. All stocks are from the S&P 500, and all bond-ETFs are within the top 10 most traded bond-ETFs in the US. Your portfolio is always diversified and in line with your risk appetite. To learn more about your portfolio and the individual stocks and ETFs in it, go to the 'Portfolio' section and select your holdings.

What is the S&P 500?

The S&P 500 is a stock market index that measures the performance of 500 large publicly traded companies in the United States. It is widely regarded as one of the most representative and influential benchmarks of the overall U.S. stock market. The companies in the index are chosen by a committee based on factors such as market capitalization, liquidity, and industry representation.

Why can I select investment topics?

We think it is important that your portfolio is yours. That is why we let you select investment topics that align with your interests and values. There are many different investment topics, from tech and healthcare to investing in companies in your region.

I selected investment topics, but I also have stocks from other industries. Why?

We think it is important that you can align your portfolio with your interests or values. This way, you can choose a portfolio that is slightly focused on areas such as healthcare, regional companies, or tech. To make sure your portfolio is still diversified enough, we always add companies from other industries, as well as bond-ETFs. These holdings create a good balance in your portfolio and make sure you are not too exposed to risks in a single industry.

Can I add or remove stocks, bond-ETFs or ETFs?

To make sure you get a diversified portfolio that matches your risk preference, we create a portfolio for you. However, you are free to make changes by adding or removing holdings. Note: adding or removing holdings changes the overall risk level of your portfolio.

How do I cancel the addition or removal of individual holdings?

If you have added or removed holdings in error, immediately email hello@eko.investments to request a cancellation. Please be aware that it may not be possible to cancel the addition or removal depending on its status.

Can I change my risk level or investment areas after I have created my investment account?

You can change your risk level at any time in the 'Account' section. To change your investment areas, please reach out to the Eko support team at hello@eko.investments.

SECTION 5

Self-directed investing only

Questions specific to self-directed portfolios.

GETTING STARTED

How do I start investing?

After completing the onboarding process, you have full access to your investment account. To buy your first stock, you first need to fund your wallet. When your wallet is funded, you can use that money to buy stocks and ETFs.

How do I fund my wallet?

To fund your wallet, go to 'Fund/Withdraw' and select a funding amount. Next, choose which account you want to use for funding. This can be an already-connected credit union account or an account at a third-party financial institution. For funding from third-party financial institutions, we use Plaid to securely connect to your account.

How long does it take for money to arrive in my wallet after funding?

Funds will be instantly added to your portfolio if you have a single portfolio and the deposit amount is up to $1,000. Funds will be deducted from your credit union account on the same day if initiated before 2 PM ET (11 AM PT); otherwise, they will be deducted on the next business day.

If you are depositing more than $1,000 or if you opt out of Instant Funding, deposits initiated shortly before 2 PM ET (11 AM PT) will typically arrive the same day. Deposits initiated after 2 PM ET (11 AM PT) will generally take one business day to process.

Can I transfer money into my investment account from third-party financial institutions?

Yes, you can deposit money by linking any third-party financial institution to your investment account. We use Plaid to securely connect to your account.

THE BASICS

What is self-directed investing?

Self-directed investing allows you to start with an empty portfolio and make your own investment decisions without advice or recommendations. It provides tools and resources to help you independently research, analyze, and manage your investment portfolio.

How can I minimize the risks of stock investing?

You can minimize risks by diversifying your portfolio, investing for the long term, and having a balanced portfolio that includes a mix of different stocks and asset classes, such as bond-ETFs.

What is the best way to transfer funds between portfolios?

The fastest way to transfer funds from your wallet to another portfolio is to start a withdrawal, select the ‘transfer to portfolio’ option, and then select a destination portfolio. This usually takes a few minutes.

TRADING

What types of investments can I make?

You have access to a wide range of investment options, including 6,000+ fractionable stocks and ETFs. You can buy and sell securities directly through the platform, free of charge and as often as you like.

Is there a minimum investment amount for buying or selling stocks and ETFs?

There is a minimum investment amount of $1.

How do I place trades?

To start a trade, go to the ‘Portfolio’ section and search for the stock or ETF you want. When buying, you can specify either the number of shares or the amount of money you want to invest.

Is there a limit to the number of trades I can make?

We do not limit the number of trades you can make, so you can buy and sell securities as often as you like.

How do I cancel a pending trade?

If you have placed a trade in error, immediately email hello@eko.investments to request a cancellation. Please be aware that it may not be possible to cancel the trade depending on its status.

What are the benefits of using a self-directed investment platform?

- **Control:** You have full control over your investment decisions, which means you can tailor your portfolios to your specific preferences and objectives.
- **Flexibility:** You can trade securities at your convenience, without relying on the availability of recommendations.
- **Cost-effectiveness:** Self-directed platforms typically have lower fees than traditional brokerage services, as they do not involve ongoing management fees.
- **Variety:** Choose from 6,000+ fractionable stocks and ETFs.

COSTS AND SERVICES

What are the costs?

Self-directed investing is commission-free. We do not charge anything per trade, or to open or maintain your account.

How many stocks or ETFs can I trade?

You have the option to trade around 6,000 fractionable stocks and ETFs. A fractionable stock or ETF is a share that can be divided into smaller fractions, allowing investors to buy partial shares.

Questions about your investment account

Reach out to Industrial Credit Union, or contact Eko at hello@eko.investments or +1 (888) 761-2404.
Support is available 8 AM to 6 PM ET (5 AM to 3 PM PT), Monday to Friday, U.S. federal holidays excluded.

Investment accounts are offered through Eko and are not deposits of Industrial Credit Union. Investments are not NCUA insured, are not deposits, are not guaranteed by the credit union, and may lose value. This document is for informational purposes and is not investment advice.