

Santa Clara County Federal Credit Union is becoming Mirastar Federal Credit Union

Why is our name changing?

County Federal has dedicated nearly 75 years to bringing better, more accessible banking to the people of our area. While we continue to diligently serve Santa Clara County employees, our membership has grown into new markets, so we can uplift even more people everyday. That means the name “County Federal” is not inclusive to the full breadth of our membership. We’re excited to introduce a brand that reflects the community-first mission that’s always been at the heart of who we are, and that celebrates all the vibrant individuals who make us strong. Mirastar welcomes anyone in the communities we serve looking to achieve a safe, comfortable, prosperous life, and our updated brand signals a bright new day for our credit union.

Why now?

As we grow and expand into our greater community, and as times continue to change, our communities are constantly evolving, and so are we. An updated brand will help us stay ahead of your needs and to show up for all our members in helpful, relevant ways. We are proud to be a place where people from diverse backgrounds can access affordable, quality financial products and services to help them achieve their financial goals and dreams.

Is the credit union being sold or acquired?

Neither. We’re the same people you know and trust, now with an even wider reach and a bigger mission. If anything, the new Mirastar brand is a sign of unwavering commitment to you and the community, as we are all on the rise together. We are 100% invested in you and this will only make us stronger.

What does Mirastar mean?

Mirastar is packed with meaning. On its own, “Mira” translates in multiple languages to words like wondrous, admirable, peace, destiny, and of course in Spanish it means, “to look.” When combined with -star, Mirastar can loosely be interpreted as, look at the stars. Even more exciting is that “Mira” is the name of a real star in our night sky. It’s

something we can all point to as a universal symbol of hope and dreams.

Has membership eligibility changed?

We've recently expanded our field of membership to serve even more people throughout the communities we serve. In addition to active or retired employees and volunteers of one of our corporate partners, we also welcome students, faculty, and staff of any public school in Santa Clara County. Membership is extended to immediate family members as well. For those interested in becoming a member who aren't affiliated with any of those groups, we have additional membership opportunities available through our partnership with the American Consumer Council (ACC). **Click here for more ways to become a member.** Once a member, you're a member for life!

What is changing?

Along with our new name and logo, you will see a complete visual system come to life. That includes fresh colors, iconic patterns, and photography that depicts real life moments. You may notice a change in our voice, as well. Moving forward, we will speak more clearly, confidently, and in ways that everyone, no matter their familiarity with finance, can understand.

What is NOT changing?

While we may look different, who we are as an organization remains unchanged. Our commitment to you and the communities we serve is as strong as ever. The brand changes will not impact your account information, the products you use, or the day-to-day interactions you have with us. We are the same people you've always known, and our service will continue to be as local and personable as ever.

Where will I see this refreshed brand show up?

All current branding will be updated, starting with our signage, website, social channels, advertising, and printed materials. Our in-branch experiences will be fully refreshed, as well.

How will this affect me as a member?

Positively – it will provide you with a clearer understanding of who we are and what

we stand for. Beyond this, the Mirastar brand will not impact your account information, the processes you follow, the level of service we provide or our commitment to you.

Will these changes impact the digital or in-person services I use?

No. All our services will continue as they do today. Our online banking and mobile apps will feature the Mirastar logo and colors, but the functionality and layout will remain the same. Our website will change to provide you with a newer and easier-to-navigate experience.

Is the new brand going to affect my accounts or cards?

No. The new brand will not impact your account in any way. Your account numbers will remain the same and you will be able to continue using your credit and debit cards and checks with the County Federal logo on them. In early 2025, you will receive a new Mirastar credit and debit card. When it comes time to order new checks, you will follow the normal process, and receive Mirastar branded ones in return.

What if I have more questions?

Please reach out to us! We are excited to move into the future with you and answer all your questions relating to our new brand. You may send us a message via our website, call us at (408) 282-0700, or better yet, come talk to us at a branch.