



1 Why are you changing the name of the credit union?

The decision to rename our credit union was born out of a strategic planning process with the Board of Directors and leadership team. Our mission was clear: ensure our credit union's continued growth and success. Rest assured, the new name will reflect our entire field of membership and our uniqueness as a financial partner. It will also position us for the next 50 years of service.

2 When will the name change become official?

The name change will take effect in July 2019.

3 Is the name change due to a merger or acquisition?

No! Our new name is all about improving service to our members.

4 How did you select a new name?

We spent many months working with a team of professionals and staff, board members, and leadership. Several names have been reviewed and we can hardly wait to share this work with you.

5 What will change with the new name?

Your existing relationship with the credit union and your day-to-day banking will be just as it is today. You will see changes to our exterior signage, stationery, and website.

6 What about my account number and debit, credit or ATM cards?

Your account number will remain the same. All of your current cards will continue to work as usual, too. You will receive new cards with the new name and logo as they expire.

7 How will rates be impacted by the name change?

Neither your deposit nor loan rates will be affected by these changes.

8 Will I need new checks?

No. Your current supply of checks may be used and, when needed, re-ordered featuring our new name and logo.

9 Will there be employee changes?

Our expert staff will remain the same. As we grow, we pride ourselves on promoting from within. So, if you don't see your favorite staff member next time you contact us, they may have been given the opportunity to advance their career in a new position within the credit union. You may also meet new credit union staff members who will be happy to serve you and get to know you better.

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Will there be changes to your phone number? Website? Email?

All main phone number and prompts remain the same. Our website will be refreshed with a new URL address and our employee's email addresses will also change reflecting our new name. We will keep you informed of those changes as we move ahead.

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What if I have more questions?

Please feel free to call us at 470-514-3000 if you have any further questions.