

FAQS ABOUT THE MERGER/NAME CHANGE

Why is Albany Federal Employees' Credit Union changing its name? For several years, we have been adding services and expanding our membership base. As a result, we reached the point where we felt that the name, Albany Federal Employees' Credit Union, was too limiting. We believe the new name better reflects who we are and who our members are.

Will my account number change? Current AFECU members will experience no changes in their account numbers.

Will I need to order new checks and deposit slips? You can continue to use your AFECU checks and deposit slips. When you run out, your new ones will have the new name and logo.

Will my debit and credit cards need to be replaced? You can still use your AFECU debit and credit cards. Your old cards will eventually be replaced with new ones. Until then, you should continue to use your AFECU debit and credit cards as you always have.

Will I have to notify creditors that automatically draft my account or my employer or others with whom I have direct deposit? Automatic deposits/drafts are processed by using the routing/transit and account number on the MICR line. This will not change. You will not need to update this information.

To whom do I make checks payable when writing a check to the credit union? Beginning January 1st begin making checks payable to Members United Credit Union (MUCU).

Will the website address change? As of January 2, our new web address is www.membersunitedcreditunion.org. We will temporarily link our current site to the new site.

Will there be any staff changes? All staff from both credit unions will be retained. We will be adding 5 new employees from the Columbus branch.

When can I begin using the new branch in Columbus? We will merge the core operating systems on February 1. You will be able to use the Columbus branch beginning February 2.

Is the credit union under new ownership? The credit union is not under new ownership. Ownership remains with the membership.