

FAQS ABOUT THE MERGER

What has occurred? Members United Credit Union (MUCU) will be merging with Albany Federal Employees' Credit Union (AFECU). On November 30, 2011 MUCU members gathered to address a merger proposal from AFECU. The results of the voting yielded an overwhelming majority in favor of the merger. The official date of merger will be January 1, 2012.

What will the name of the new credit union be? After the merger is complete AFECU will be changing its name to Members United Credit Union.

Will our logo change? Yes, we will be phasing in a new logo. Some of the communications you receive from the credit union will have the new logo to the right in place of the old logo.

Do I need to do anything? No, all your accounts will be converted for you. You should NOT respond to any communications that ask you to take any action, such as confirming your account number or passwords or asking for your social security number. Any such request would not be from a legitimate source. If you are in doubt about any communication please call us to verify we have initiated the communication.

Will my account number change? Yes, it will be necessary to change your account number. All current Members United accounts will now begin with a 8 and will be 7 digits in length. If your account is currently 6 digits, for example 654321, it will be converted to a seven digit number by adding a 8 to the beginning of your account number. In the previous example the new account number would become 8654321. If your account number is currently fewer than 5 digits, for example 321, 0s will be added after the 8 to make your new account number 7 digits. The previous account number would be converted to 8000321. This change will go into effect February 1.

Will I need to order new checks and deposit slips? You can continue to use your MUCU checks and deposit slips. When you run out, you will need to order new ones from the credit union. These will have our new logo and routing number.

Will my debit and credit cards need to be replaced? You can still use your MUCU debit and credit cards. Your old cards will eventually be replaced with new ones. Until then, you should continue to use your MUCU 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 and account number on the MICR line. After our core operating systems are merged on February 1 you will need to update this information. Our new routing number will be 261271759. We will temporarily continue processing deposits/drafts using your current routing and account numbers. Please contact us with any questions.

How do I contact the credit union? Continue to use the same phone numbers and email you have used in the past. You will be notified in advance of any changes that are made.

Will our web address change? No, continue to access our web page at www.membersunitedcreditunion.org. You will see a new look to the page beginning January 2.

Will MUCUs hours of operation change? No changes are currently being made to the hours of operation.

Can I use the three new branches in Albany to access my accounts? Not at this time. The core operating systems will not be merged until February 1. After the systems conversion is complete you will be able to take advantage of all three AFECU branches, 1115 N. Westover Boulevard, 217 Johnson Road and 1110 Centennial Avenue. You will receive additional information in a future mailing

Will my home banking change? Home banking will not change. There will, however, be a slight change to the log in procedure. Beginning January 2 you will see two separate log ins on our website, one for each credit union, until the core operating systems are merged February 1.

Will my telephone banking change? Continue using the current telephone banking phone numbers until February 1. After the core operating systems are merged you will use 1-888-212-1191 to access the telephone banking system.

Will there be any staff changes? All staff from both credit unions will be retained. You will continue to see the same faces at the Columbus branch.

Will MUCU have any representation on the Board of Directors? Yes, MUCU will have two seats on the AFECU Board of Directors. Harry Broughton and Peggy Martin will fill these seats.

Will the rates on my CDs and loans change? All rates on CDs & loans will remain unchanged until renewed. Please call us or check our website for current rates on savings, IRAs, money markets, etc.

Are my deposits insured? Yes, your deposits are still fully insured up to \$250,000 by National Credit Union Share Insurance Fund.