

## FAQS – FREQUENTLY ASKED QUESTIONS

PREPARED FOR THE MEMBERS OF HUNTINGTON COUNTY FCU

### **Why has the HCFCU BOD approved a merger with Public Service CU?**

- The Huntington County FCU Board of Directors (BOD) determined that financial and economic trends are negatively affecting the long-term survivability of the CU.
- The BOD also determined that in order to provide its members with new technology and additional products and services, they needed to partner with another CU.
- Lastly, the BOD wanted to make sure they were able to choose the right partner, Public Service CU, versus delaying the decision and the NCUA making the decision without HCFCUs input.

### **What do I need to do as a Huntington County FCU Member?**

- The Huntington County FCU Board of Directors need your help to vote for the merger. Within the packet of information, you received in the mail, is a form to vote for the merger. Please complete that form including your full name and member / account number and return it to Huntington County FCU on or before Oct 31, 2022.
- Attend the merger vote meeting on Oct 31, 2022, to hear your BOD discuss the merger and meet some of Public Service CUs BOD and Staff.

### **What is the merger timeline?**

- Both NCUA (National Credit Union Administration) and the DFI (Indiana Department of Financial Institutions) have approved the merger.
- You received information in the mail the week of September 14<sup>th</sup> as the merger process requires its member owners to approve the merger.
- The merger vote is set for October 31<sup>st</sup>, with a meeting at 430pm at Huntington County Federal CU's office at 1885 Old US 24 E.
- With your approval, we anticipate the merger taking place on Jan 31, 2023, thereby combining both CUs into one organization.
- The HCFCU branch will close at 12 noon on Tuesday, Jan 31 and will reopen on February 1 at gam.

## Will the branch in Huntington remain open?

- Yes, the HCFCU office at 1885 Old US 24 E will remain open.
- You will also have branches available in Fort Wayne at:
  - 4025 W Jefferson Blvd Fort Wayne, IN 46804
  - 7017 Old Trail Road Fort Wayne, IN 46809
- Public Service CU belongs to the CO-OP Shared Branch network where you can conduct transactions at other designated locations...click on the link below to find a branch location close to you.
  - <https://co-opcreditunions.org/locator/?ref=co-opsharedbranch.org&sc=1>
- Public Service CU also belongs to the CO-OP ATM network and the Alliance One ATM network...you can find ATM locations near you at the following links:
  - <https://co-opcreditunions.org/locator/?ref=co-opatm.org&sc=1>
  - <https://www.allianceone.coop/a1atm/find>

## Will we still see our favorite HCFCU employees?

- Yes, the employees of Huntington County FCU will remain employees of Public Service CU.

## What if I have questions?

- If you have any questions or concerns, please reach out to any of the following:
  - Carolyn Mikesell, Interim CEO Huntington County FCU – 260-356-6400
  - Kristie Snyder, Branch Manager Huntington County FCU – 260-356-6400
  - Come to the merger vote meeting on Oct 31, 2022...we plan to discuss the merger and answer any questions you may have.
  - Reach out to any BOD members you may know, ask questions, share your thoughts.
    - Tim Albertson
    - Carter Horne
    - Kathy Borskey
    - Keith Miller
    - Judy McCullough
  - You can email us at: [info@hcfcuonline.org](mailto:info@hcfcuonline.org)
  - You can email Public Service CU at: [hcfcumerger@mypscuc.com](mailto:hcfcumerger@mypscuc.com)

## What will Public Service CU (PSCU) offer us that Huntington does not?

- PSCU has 2 offices in Fort Wayne that you can visit for all your financial needs
- PSCU belongs to the CO-OP Shared Branch network which enables you to use over 5600 branches across the United States.
- PSCU offers additional loan products such as mortgages, HELOCs, credit builder and repair loans. Also, larger loan amounts and credit cards with higher limits.
- PSCU offers additional share products including an interest-bearing checking account, money market product, and significantly more terms on IRA and Share Certificates. PSCU has payroll certificates to

help members save money, and a youth savings account to start children on the right path to financial success.

- PSCU has certified financial counselors on staff, financial education tools, and a financial advisor available for members.
- PSCU offers more technology including E-alerts, E-notices, mobile options, 100% electronic loans and ability to open accounts online at your convenience.
- PSCU pays higher dividends on your funds.
- PSCU provides credit scores to its members for free.
- PSCU is active in its community...check out our community programs
  - Buy Local Spend local <https://www.mypscu.com/buy-local-spend-local/>
  - Project Giveback <https://www.mypscu.com/project-giveback-2021/>  
<https://www.mypscu.com/project-giveback/>

## Is Public Service CU safe?

- Yes!
- PSCU is the oldest CU in Fort Wayne
- PSCU is a financially sound financial institution proudly serving its members successfully since 1932.
- PSCU provided their financials in the paperwork you received. You can see their net income and capital exceed regulator standards. You can also see when combining with HCFCU, their number are still exceeding regulator standards.
- PSCU holds annual strategic planning sessions with its full Board of Directors, Management team, and team members, along with an outside professional consultant to ensure that the CU is planning for the future and setting goals to ensure continued success for another 90+ years.
- PSCU completes an annual financial budget, and the BOD meets monthly to review and ensure they are on track to meet / exceed projections.

## Will my account number change?

- Yes, your member number will change upon the merger. Your account number will be 9 digits long and you will add a 5 and zeros in front of your existing account number to get to 9 digits.

If your current number is:	Your new PSCU member number will be:
5678	500005678
56789	500056789
567890	500567890
5678901	505678901
56789012	556789012

## Will my direct deposit work?

- Yes, your direct deposit will automatically transfer from Huntington County FCU to Public Service CU

## Will I still have insurance on my deposits?

- Yes, your deposits will continue to be insured by the NCUA up to \$250,000.
- In addition, Public Service offers excess insurance through ESI for up to an additional \$250,000 at no cost to members.

## Will the routing number change?

- The short answer is yes, eventually.
- For now, all your transactions will move to the new account number as we make changes behind the scenes in our system to accommodate your new account number.
- The Federal Reserve Bank is notified of the merger and works to combine our CU transactions initially and works to get all the institutions to update the routing number for future transactions.

## What happens if I already have a membership with PSCU?

- Your Huntington membership will come into PSCU as a separate membership. You will have access to both accounts.
- If you would eventually like to combine your accounts, you can reach out to PSCU, and we will be happy to update your memberships and combine the accounts for you.

## Will I have access to the HCFCU online or mobile system after the merger?

- Once the Huntington County FCU accounts are merged, the old system is shutdown, so transactions are not being completed on the wrong system.
- You will not have access to any data, account history or statements online beginning at 12 noon on January 31, 2023. Public Service will have access to your account history.
- PLEASE download any statements or account history you wish to maintain prior to January 31, 2023.

## When can I access my account online with PSCU?

- You will be able to sign up for online banking with Public Service CU on February 1, 2023.

## How do I get the PSCU mobile app?

- You will be able to sign up for mobile banking on Feb 1, 2023.
- Find the PSCU mobile app in the google play or apple app store, search for Public Service Credit Union.
  - Apple: <https://itunes.apple.com/us/app/public-service-credit-union/id1183088301?ls=1&mt=8>
  - Android: <https://play.google.com/store/apps/details?id=com.mypscu.mypscu>