


## HCFCU & PSCU Merger Checklist

The staff at HCFCU and PSCU are excited for the merger and all the new financial tools that will be available to you and all HCFCU members! The merger will be happening on Tuesday, January 31st. We've put together this checklist, which includes everything you need to know about the merger. If you have any questions, don't hesitate to reach out! HCFCU- Call: 260-356-6400 Email: info@hcfcuonline.com  
PSCU- Call or Text: 260-432-3433 Email: pscu@mypscu.com

### Prior to January 31st

- Log into your HCFCU online banking to download & save your statements. (HCFCU online banking will be disabled 1/31)
-  Get the PSCU Mobile App from the Google Play or Apple App Store. Search for 'Public Service Credit Union' and look for the PS logo. (Login starting 2/1)
- Save the PSCU website: [www.mypscu.com](http://www.mypscu.com)
- Read the disclosures & documents included in this mailing.
- Watch your mailbox for your new PSCU debit card. It will be sent in a blank envelope. (Activate it after noon on 1/31)
- Calculate your PSCU account number. It will be 9-digits long and start with the number 5. Use the chart for reference.

If your HCFCU number is:	Your new PSCU number is:
5678	500005678
56789	500056789
567890	500567890
5678901	505678901
56789012	556789012

### On January 31st

- The HCFCU office will close at noon on Tuesday, 1/31.
- All HCFCU systems will also be disabled at noon, including debit cards, and online banking.
- Activate your new PSCU debit card and begin using after noon on 1/31, then destroy your old HCFCU debit card.
- All warehoused deposits in the HCFCU ACH system will be posted on 1/31.

### After January 31st

- The Huntington office will open at 9:00am on 2/1.
- Login to the PSCU mobile app or online banking & review your accounts. While we do not anticipate any issues, we want you to be confident as well.
  - Username: Your new 9 digit PSCU account number
  - Password: The last 4 digits of the primary account holders social security number.
- Watch your mailbox for your new PSCU credit card to replace your HCFCU card. Activate and begin using as soon as you get it in February, then destroy your old HCFCU credit card.
- Any remaining balance on your HCFCU credit card will transfer to your new PSCU card. The rate on your HCFCU balance will remain the same. You can view your credit card balance, new transactions, and make payments in online banking or the PSCU mobile app.
- Your automatic deposits and withdrawals will work...we need to make some changes behind the scenes; some which cannot take place until after the merger. Please be patient.
- You can continue to use your HCFCU checks in 2023, but will need to switch to PSCU checks by 1/1/2024. When you are ready to order new checks, please give us a call to place your order at 260-432-3433.

### How to Activate Your PSCU Debit or Credit Card

- Call 866-762-0558 to activate your card
- Key in your card number (don't speak it)
- Enter the last 4 of your SSN (the person whose name is on the card)
- You will be asked to set up a PIN
- Sign the back of your card

#### Debit or Credit Card Issues?

Call: 260-432-3433 or 888-432-3433 (toll free)  
After Hours: 888-241-2510 or 909-941-1398  
(outside US)

## WELCOME TO PUBLIC SERVICE CREDIT UNION!

Visit [mypscu.com/welcome](http://mypscu.com/welcome) for all merger information

### BRANCH LOCATIONS & HOURS

**Fort Wayne Main Office-** 4025 W Jefferson Blvd Fort Wayne IN

**Waynedale Office-** 7017 Old Trail Rd Fort Wayne IN

- 8:30-5:00- Monday, Tuesday, & Thursday
- 9:30-5:00- Wednesday
- 7:30-6:00- Friday

**Huntington Office-** 1885 Old US 24 E Huntington IN

- 9:00-5:00- Monday, Tuesday, Thursday & Friday
- 9:45-5:00- Wednesday

### ATM NETWORKS

PSCU is part of two ATM Networks giving you access to thousand of surcharge FREE ATMs across the country!

- PSCU ATM at 4025 W Jefferson Blvd, Fort Wayne, IN
- CO-OP Network: [co-opcreditunions.org/locator](http://co-opcreditunions.org/locator)
- Alliance One Network: [allianceone.coop/a1atm/find](http://allianceone.coop/a1atm/find)

### SHARED BRANCHING

PSCU is part of the CO-OP National Shared Branching Network. You may visit other Credit Unions across the US and do your banking with PSCU. (Some restrictions apply)

- Find a location: [co-opcreditunions.org/locator](http://co-opcreditunions.org/locator)

### ACH DEPOSITS AND WITHDRAWALS

Your current automatic deposits and withdrawals will transfer to your PSCU account. If you want to make changes or set up new, use:

- PSCU Routing number: 274973358
- Your new PSCU account number which is 9 digits long- use the chart above for reference.
- Add your account suffix to the end of your account number. For example if you want checking add 009 to the end of your account or if you want savings add 000 to the end of your account.

### INSURANCE

Your account will continue to be insured through NCUA for up to \$250,000 and PSCU also provides an additional \$250,000 per account through ESI (Excess Share Insurance).

If your HCFCU number is:	Your new PSCU number is:
5678	500005678
56789	500056789
567890	500567890
5678901	505678901
56789012	556789012



Login to your PSCU account with online banking or the mobile app.

**-Username:** Your new 9 digit PSCU account number

**-Password:** The last 4 digits of the primary account holders social security number.

### PSCU MOBILE BANKING



Download the **PSCU mobile app** on your phone or tablet from the Google Play or Apple App Store. Search for 'Public Service Credit Union' and look for the PS logo. The mobile app offers more features than online banking.

- **Quick Login** allow you to use a PIN, fingerprint, voice or face recognition to log into your account.
- **Mobile Check Deposit** allows you to take a photo of your check to deposit it into your account.
- **Manage My Cards** allows you to lock and unlock your debit or credit card, plus get alerts when your card is used to help prevent fraud.
- Set up **e-Alerts** to get notified about your account. Get them by email, or text (enroll for text banking first).
  - Low or High Balance
  - ACH Deposit or Withdrawal
  - Daily Balance
  - Loan Payment Reminders