

# MERGER FAQ

## Proposed Merger of MEM Federal Credit Union and Century Heritage Federal Credit Union

MEM Federal Credit Union is proposing to merge with Century Heritage Federal Credit Union. This is a merger of two healthy and financially strong credit unions that will benefit our members. This partnership will provide access to a number of convenient branch locations, competitive loan and deposit rates, enhanced technology, and new products and services.

### Your vote matters!

By April 9, 2021 all MEM Federal Credit Union members will be mailed a voting ballot for the proposed merger, along with detailed information regarding this partnership. We ask that you take a few minutes to review the information you will receive in the mail before you cast your vote. Below is an FAQ regarding the proposed merger between MEM Federal Credit Union and Century Heritage Federal Credit Union.

### Merger Frequently Asked Questions (FAQ)

#### When will the merger become effective?

The two organizations, MEM Federal Credit Union and Century Heritage Federal Credit Union, will work closely together to complete the legal implementation on July 1, 2021.

#### Will the name of our credit union change?

Yes. We will begin using Century Heritage Federal Credit Union's name effective July 1, 2021.

#### What is the merger process and timeline?

Our regulators, the National Credit Union Administration (NCUA), and both Boards of Directors for each credit union have approved our merger plans. With member support of the merger through the voting process, we anticipate that our first legal day as a combined organization will be July 1, 2021, and we will integrate the systems of our credit unions on August 16, 2021.

#### Why bring the two credit unions together?

Very simply, we want to bring our members the best value from their credit union while ensuring we continue to grow and thrive. Partnering with another established credit union will significantly increase operating efficiencies so we have the resources to deliver more to our members. By bringing these two organizations together, it will be providing you, our members, access to an array of additional product and service offerings, including five full-service branch locations, competitive loan and deposit rates, and enhanced technology.

### **Why are we electing to merge now?**

Most importantly access and convenience for our membership. Since the Bruceton Research Center, where the credit union is located, restricted access to the campus at the beginning of the COVID-19 pandemic in March of 2020, it has been nearly impossible for most of our members to physically access the credit union office. That being said, as the financial industry landscape continues to evolve and become ever more competitive, the ability to offer more to our membership and remain competitive is increasingly important. We can accomplish this by merging with Century Heritage Federal Credit Union. This, in turn, provides us with the resources and ability to not only provide our members with the products and services they deserve, but also position ourselves for continued membership growth within our community.

### **Who is Century Heritage Federal Credit Union?**

Like us, Century Heritage Federal Credit Union is a healthy financial institution and is eager to expand in the best strategic way possible. Founded in 1936 by a small group of employees of the Duquesne Works Mill of U.S Steel, CHFCU is focused on serving the Greater Pittsburgh Region. A financially strong credit union with assets of \$179 million and 15,000 members, CHFCU is federally insured with five branches located in the South Hills area. Most importantly, they share our values and commitment to serving members.

### **How will members benefit from this merger?**

The merger will provide increased capital, financial strength, and long-term sustainability. This merger will also provide the resources to continue to improve your banking experience with access to five full-service branches. The credit union will strive to offer the latest online and mobile technologies, new products and services, and competitive rates. While nothing will change until regulatory and member approvals are received, this partnership will allow us to better anticipate and meet all your financial needs.

### **What are the advantages of a larger organization?**

A larger deposit and capital base means expenses are spread over a larger member base, which will:

- Decrease our expense structure
- Increase operating efficiencies
- Reduce or mitigate risk associated with everchanging economic or rate environments

The economies of scale advantages will give us the resources to better serve our members, make infrastructure and technology investments, and become more competitive.

### **Will you add any new fees, or will I have to pay more because of the merger?**

We are taking a close look and evaluating the products and services, rates, and fees of both organizations. We are committed to bringing the best of both credit unions to our members.

### **Will my member number or account number change?**

We will be providing you with timely updated information regarding any modifications to your member number and account number, if applicable.

### **Will my Debit/ATM card, credit card, and checks continue to work?**

Yes. You will be able to continue to use your current Debit/ATM card, credit card, and checks during this process.

### **Can I still use the Allpoint ATM surcharge free network?**

Yes. Like MEM, Century Heritage Federal Credit Union is a member of Allpoint surcharge free ATM network.

### **Will the credit union office located on the Bruceton Research Center remain open?**

The current plan is for MEM's office to remain open until at least mid-August of 2021. Once the office is closed on the Bruceton Research Center Campus, MEM members will have access to five convenient branches located in West Mifflin, Bethel Park, McKeesport, Duquesne, and McMurray. In addition to those branches, members will also have access to the Co-Op Shared Branching Network which will provide an additional 17 credit union locations in the Pittsburgh area where members can conduct transactions. Century Heritage Federal Credit Union members have access to over 80,000 surcharge free ATM's throughout the United States.

### **Will I be able to continue to use my current online and mobile banking?**

Yes. You will continue to have access to all electronic channels and services including your online and mobile banking. Any changes or updates to this process or access will be provided to you in the future.

### **How will this impact the employees of MEM Federal Credit Union?**

MEM's employees are being retained by Century Heritage Federal Credit Union.

### **When can I start using Century Heritage Federal Credit Union Branches?**

MEM members will be able to start using CHFCU branches **Monday, August 16, 2021** once we have completed the conversion from our core processor to CHFCU's core processor.