

# Merger FAQ for Consumer 1st FCU Members

## **Why is Consumer 1<sup>st</sup> Federal Credit Union pursuing a merger with Century Heritage Federal Credit Union?**

Very simply, we want to bring 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 will have the resources to deliver much more to Consumer 1st members – with the same personalized service we have always provided.

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

Founded in 1936 to serve the workers at the Duquesne mill of U.S. Steel, Century Heritage is a financially strong, well-capitalized credit union with assets of \$207 million and 16,000+ members. Century Heritage is federally insured by the NCUA, and has 4 branches in Allegheny and 1 branch in Washington County. Most importantly, they share our values and absolute commitment to serving members. You can learn more about Century Heritage at [chfcu.org](http://chfcu.org).

## **Will the merger affect membership eligibility?**

Families of existing Consumer 1<sup>st</sup> members will continue to be eligible for membership in Century Heritage. In addition, any person who lives, works, attends school, volunteers, or worships in the “Pittsburgh MSA” (Allegheny, Armstrong, Beaver, Butler, Fayette, Washington, and Westmoreland counties) is eligible to join the credit union. Businesses and other organizations in these areas are also eligible for membership.

## **When will the merger become effective?**

The two organizations, Consumer 1st Federal Credit Union and Century Heritage Federal Credit Union, will work closely together to complete the legal implementation on May 1, 2022.

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

Yes. We will begin using Century Heritage Federal Credit Union’s name effective May 1, 2022.

## **What about ATMs?**

Over 90,000+ surcharge free ATMs are available worldwide to our members through Allpoint, CU Here, MoneyPass, SUM and CU\$ networks. Many ATMs are located in places you visit everyday – Walgreens, CVS Pharmacy, Target, and more.

## **What about my recurring transactions?**

- Direct Deposits and ACH transactions will continue as they do now.
- Automated Funds Transfers (AFT’s) will be set up to continue as they do now.
- Credit card recurring transactions will continue as is at this time.
- Debit card recurring transactions will need to be updated using your new Century Heritage Mastercard Debit card beginning on May 16, 2022.
- Bill Payment services will be updated at a later time.

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

The merger will provide increased capital, financial strength, and long-term sustainability to our combined credit union. 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 we receive member approval, this partnership will allow us to better anticipate and meet all your financial needs.

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

Both credit unions have similar account and services fees. In nearly all cases the Century Heritage fees are either the same or lower than current Consumer 1<sup>st</sup> fees.

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

Yes, we will provide you with timely updated information regarding any modifications to your member number and account number.

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

- Credit cards will continue as is at this time.
- Consumer 1<sup>st</sup> checks will continue as is at this time. However, when you need to order new checks you will need to contact the office to place your first order with Century Heritage.
- Debit/ATM cards will be replaced with Century Heritage Mastercard Debit cards prior to our May 16<sup>th</sup>, 2022 system conversion.

### **Will the credit union office located at 1000 Cliff Mine Road remain open?**

The current plan is for Consumer 1<sup>st</sup>'s office to remain open until at least August of 2023. Once the office is closed at the Cliff Mine Road location, plans are to maintain a presence in the Robinson area, and members will also have access to five convenient branches located in West Mifflin, Bethel Park, McKeesport, and McMurray. In addition to those branches, members will also have access to the Co-Op Shared Branching Network providing 5,000+ shared branches nationwide.

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

On May 16, 2022 you will have access to the Century Heritage "Its Me 247" Online Banking platform and Mobile App. Current Consumer 1<sup>st</sup> applications will be discontinued.

### **How will this impact the employees of Consumer 1st Federal Credit Union?**

Consumer 1<sup>st</sup>'s employees are being retained by Century Heritage Federal Credit Union.

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

Consumer 1<sup>st</sup> members will be able to start using CHFCU branches Monday, May 16, 2022 once we have completed the conversion from our core processor to CHFCU's core processor