



CPFCU MEMBER FREQUENTLY ASKED QUESTIONS



Q. WHAT IS A MERGER?

A. A merger is an agreement between two organizations with a common goal to grow and serve their members and communities. It is an opportunity for two successful individual organizations to unite and be a more successful single entity. The merger represents a mutually beneficial partnership that both organizations are entering into freely. This collaboration brings together two organizations to benefit the membership of both organizations. Strategically, a merger allows both organizations to combine resources to grow in our communities, take better care of our current members and bring in new members. Credit union services are an important option, and this merger allows both credit unions to reach more consumers.

Q. WHY ARE COMMUNITY PROMISE FEDERAL CREDIT UNION AND NORTH CENTRAL AREA CREDIT UNION MERGING?

A. In today's competitive, regulatory environment, it has become increasingly difficult to provide high tech products and services and maintain compliance with state and federal regulations without a significant investment in human resources and technology. The merger allows us to offer members additional financial products and services that require increased staff expertise at lower operating costs.

There are many reasons credit unions look to seek a merger partner. By partnering, we are ensuring stability and growth for our members, staff and community, plus the following list of essential factors:

- Convenience- members will now have access to a total of six branches throughout the state of Michigan, including continued shared branching with the Xtend network.
- Member Service- a larger organization will allow us to bring more products like listed below, but not limited to:
 - Checking accounts, debit cards, rewards, money markets, IRAs, youth accounts, HSA, and competitive rates.
 - Home equities, mortgages, credit cards business services, etc.
 - Continued Xtend Shared Branching
 - After-hours member service, mobile wallet, bilingual access, mobile app, texting services, financial literacy tools, etc.

Q. WHEN DOES THE MERGER TAKE PLACE?

A. The merger has been approved by the State of Michigan and the National Credit Union Administration (NCUA). This will take place November 1, 2025.

Q. IS COMMUNITY PROMISE FCU BEING BOUGHT OUT OR ACQUIRED?

A. Absolutely not. This is a partnership between organizations that can serve you, and our community, even better.

Q. WHO IS NORTH CENTRAL AREA CREDIT UNION?

A. North Central Area Credit Union currently serves the whole state of Michigan with offices in Grandville, Grayling, Houghton Lake, Roscommon, Standish. Visit www.NCACU.org to find out more.

Q. WHAT WILL THE NAME OF THE NEW CREDIT UNION BE?

A. Community Promise Federal Credit Union will change its name to Community Promise Credit Union, a division of North Central Area Credit Union.

Q. WHERE WILL THE CORPORATE OFFICE BE LOCATED AND WILL THE CURRENT COMMUNITY PROMISE FCU LOCATION REMAIN OPEN?

A. The main office will be located in Houghton Lake, Michigan. The Kalamazoo location will remain open.

Q. WHY DOES THIS PARTNERSHIP MAKE SENSE?

A. Coming together as one organization allows us to combine resources to continue to grow in our communities, take better care of our current members, and attract new members.

Q. WHAT WILL HAPPEN TO THE EMPLOYEES?

A. You'll still see the same friendly faces when you visit the Kalamazoo location! A great benefit of this merger is that there is no overlap and that employee positions fit well in each organization. The team we are bringing together will enhance service to our members and communities.

Q. HOW MUCH IS THE MERGER GOING TO COST?

A. As a combined organization, we gain substantial savings through economies of scale. For example, both credit unions currently operate on the same data processing system, which will reduce costs going forward. We will also combine phone systems, internet banking systems, and more. While short-term costs are associated with combining credit unions, the move will make us more efficient in the long term. It also helps us provide members with additional conveniences and enhanced products and services.

Q. WHAT'S IN IT FOR THE MEMBERS?

A. Many things! Members will enjoy more products and services and see a greater impact in the communities we serve. Also, the combined organization will allow two strong credit unions to join together, providing the opportunity to offer membership to more individuals across the State of Michigan.

Phone: (269) 459-1777

Lobby Hours: Monday, Wednesday, Friday 10:00am-5:00pm

Learn more by visiting www.ncacu.org/cpcu-data-merger/



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Q. ARE THERE ANY IMMEDIATE CHANGES THAT WILL IMPACT MY ACCOUNTS?

- A.** No immediate action is required. For the month of November 2025 your current accounts will remain active with minimal changes. Over time, account transitions will occur, and we will communicate clearly with you at each step. Once the data merger is complete in December 2025, members who would like to take advantage of NCACU's products and services (such as debit and credit cards, digital banking enhancements, or new loan offerings) may do so.

Q. WILL THIS AFFECT MY SERVICE AND WILL THERE BE SERVICE INTERRUPTIONS?

- A.** Members will enjoy the same great service! You will only see positive changes, including a large product line of credit and debit cards, checking accounts, an expanded ATM network, and a Call Center accessible for extended hours. At this time, we do not anticipate any service interruptions, but we'll keep all members informed.

Q. WILL MY ACCOUNT NUMBERS CHANGE?

- A.** For now, your account numbers will remain the same. Following the conversion December 1, 2025, your member number will convert to nine digits beginning with the number 9. Simply add a "9" and enough zeros to create this nine-digit number. We will guide you through this transition to ensure it is smooth and without disruption.

Q. WILL ONLINE BANKING & TELEPHONE BANKING WORK THE SAME, AND WILL I NEED TO SET UP NEW PASSWORDS FOR PHONE OR ONLINE BANKING.

- A.** Both Online Banking and Telephone Banking will be very similar, and you will need to set up a new username and/or password. Begin to bookmark ncacu.org for more information and up to date changes and have access to online banking. You may continue to log in to your online banking at CommunityPromiseFCU.org and will transition to logging into ncacu.org starting December 1, 2025. During the conversion on December 1, 2025, members may see some down time in online banking.

Q. CAN I CONTINUE TO USE THE SAME CHECKS?

- A.** You will be able to use all of your existing checks. If that changes, provisions will be made to assist members with a large stock of unused checks.

Q. WILL I HAVE SERVICE INTERRUPTIONS WITH MY DIRECT DEPOSIT, AUTOMATIC PAYMENTS, BILL PAY, TRANSFERS, LOANS, & SAVINGS TRANSACTIONS?

- A.** No. Your current direct deposits (including payroll, pension, or Social Security), loan payments, and other automatic transactions will continue to process without you needing to make any changes. Those members using bill pay will need to reload their payees in their new online banking account. If changes are made, members will be notified in advance.

Q. WILL MY LOAN OR ACCOUNT RATES AND FEES CHANGE?

- A.** Through economies of scale, the combined organization can provide better rates and lower fees for members. Any changes will be clearly communicated in advance, along with any new service offerings.

Q. WILL THERE BE AN EFFECT TO MY CREDIT REPORT WITH THE LOANS I HAVE WITH CPFCU?

- A.** After the merger, your credit report will show a loan transfer from CPFCU to NCACU, not a new loan. This may take some time to appear as credit bureaus process the change. Your payment history and account details should be carried over automatically, and no action is needed on your part.

Q. WHEN CAN I USE BOTH CREDIT UNION'S LOCATIONS?

- A.** You still have access to Xtend shared branching to visit NCACU branches along with 100s of others, even after the merger is complete. You may use any of our locations as shared branching until December 1, 2025, when you may use them as one of the credit union's locations.

Q. ARE BOTH CREDIT UNIONS FEDERALLY INSURED?

- A.** Yes. Both credit unions are federally insured through the National Credit Union Administration (NCUA) up to \$250,000.

Q. IF I DON'T HAVE AUTOMATIC PAYMENTS, WHERE SHOULD I MAIL MY PAYMENTS?

- A.** Keep mailing your payments the same way you have been. When changes are made, members will be notified in advance.

Q. IS MY PERSONAL INFORMATION SAFE?

- A.** Yes. North Central Area Credit Union has been in business for more than 66 years and considers the privacy and protection of its members' personal information the highest priority. North Central Area Credit Union uses state-of-the-art technology to protect your information, and staff are fully trained to assure member confidentiality. North Central Area Credit Union does not disclose member information to any third parties unless authorized by law.

Q. WILL THE PHONE NUMBERS OR WEBSITE CHANGE?

- A.** Phone numbers may change at a later date; we'll keep members informed of any potential changes. The website for the combined organization will be www.NCACU.org.

Q. WHAT WILL HAPPEN TO MY PREPAID DEBIT CARD FROM CPFCU?

- A.** Your CPFCU prepaid debit card will remain active and can be used until all funds are spent or notified otherwise. After the conversion in December 2025, prepaid cards will no longer be issued. Members who wish to continue using a debit card can open a checking account with NCACU and receive a new NCACU debit card at that time.

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