

## **Anticipated Questions & Answers AnchorBank Customers**



### **We have been through acquisitions in the past; how is this one different?**

As a credit union, RCU is owned by the Members, by you. You now have a voice in the organization. RCU is a full service credit union that offers stability to our Members. RCU has been in business for 45 years. Please visit our website at [www.rcu.org](http://www.rcu.org) to learn more about RCU.

### **When would I be able to start using the other RCU offices?**

You'll be able to start using RCU offices when the integration of the two organizations is complete. We will keep you up to date on our process.

### **How will I be notified of account changes resulting from the acquisition?**

RCU will be sending a letter to the AnchorBank customers announcing the acquisition of these 11 AnchorBank offices and will continue communication during the system integration process.

### **Will my account number and check/ATM cards stay the same?**

Your savings, checking, and loan account numbers will remain the same and RCU will reissue you new checks with the RCU routing number. However, your ATM/Check Card card number will change and RCU will reissue you new cards. We plan to make this a very simple process for everyone.

### **If I have an account with both RCU and AnchorBank, how does this affect me?**

Your accounts at AnchorBank will be added to the RCU system. Once the acquisition is complete, RCU staff will be able to assist you in combining any duplicate accounts.

### **If I have an account with both RCU and AnchorBank, and the combined amount exceeds the \$250,000 insurance limits, what will you do?**

Your accounts will be insured up to the maximum allowed by NCUA, which is exactly the same as the FDIC insurance you currently have with AnchorBank Bank. Both are backed by the federal government.

### **What does it mean to go from a bank to a credit union?**

You are now an owner of the credit union and you do have a say in how the credit union is operated. You can vote at our annual meeting and you also can run for the RCU Board of Directors. At RCU, we put an emphasis on community involvement, including our School \$ense program, where we go into schools and teach kids about savings.

### **Is my money safe at a credit union?**

Yes. Just like FDIC insurance, RCU and all credit unions are insured through NCUA (National Credit Union Administration). This works the same as the FDIC insurance. More details can be found at [www.rcu.org](http://www.rcu.org).



**I just got notice that you purchased my checking and savings account, but not my loan. What does that mean?**

Not all the assets were presented for sale for the purchase. We will be sending you more details during the acquisition process.

**Is there any advantage of joining RCU now?**

You will automatically become an RCU Member when we convert all the accounts from AnchorBank to RCU. We recommend you wait for this process to take place.

**How do I join RCU?**

You'll receive information on your new RCU account during the acquisition process. Once all your accounts from AnchorBank have been changed over to RCU, you'll officially be an RCU Member. We will also deposit the required \$5 into your savings account that will make you a Member of RCU.

**What do I do if I want to continue to stay with AnchorBank?**

You will have to use one of AnchorBank's other offices.

**Because I do my banking at this branch, will I automatically be transferred over to RCU?**

Yes, your accounts will be transferred to RCU.

**What other services does RCU offer that AnchorBank doesn't currently have?**

We are currently in the process of comparing these offerings to make sure all RCU Members and former AnchorBank customers have all of their financial needs met.