

# Welcome to Communication Federal Credit Union

## Special Offers Just For North East Kansas Credit Union Members

As a way of welcoming North East Kansas Credit Union members to Communication Federal Credit Union, we have a few special offers just for you! We would love to be the primary financial institution for you and your family, and hope you enjoy the new accounts and services accessible with your CFCU membership. These offers will be available to North East Kansas Credit Union members December 1, 2021 through March 31, 2022.

### **\$100 Checking Offer**

Receive \$100 when you move your checking account, from another financial institution, to CFCU and set up direct deposit from a payroll source.

### **\$100 Loan Offer**

Receive \$100 when you refinance a loan of \$10,000 or more with CFCU, from another financial institution.

*All offers subject to credit union approval. Funds will be deposited to your primary CFCU savings account, upon opening. Members receiving \$600 or more in account incentives will receive a 1099-Misc. May not be combined with any other offers. Existing accounts transferred to CFCU, as a result of the merger, do not qualify.*



## Dear North East Kansas Credit Union Family,

As many of you know, it has become more difficult for our credit union to grow, offer new services and to keep pace with your financial needs because of our limited field of membership. We have evaluated our options to best serve you and have arrived at the conclusion that a merger is in the best interest of our members and employees.

We selected Communication Federal Credit Union as our merger partner because they have the resources to meet your needs. Both credit unions share the values of personal service and commitment to members.

CFCU has been rated the number one credit union in Oklahoma by *Forbes* three times in the last four years. They were also recognized as having the highest return to members by Callahan and Associates, and named one of the nation's Top 200 Credit Unions by S&P Global Market Intelligence.

Your North East Kansas Credit Union Board of Directors and staff are very excited in anticipation of joining this amazing organization. The Board and Management of Communication Federal Credit Union have expressed their enthusiasm for this partnership opportunity, as well, and look forward to working with us, making the transfer as smooth as possible.

The new partnership with Communication Federal Credit Union will officially begin on December 1, 2021. As of this date, you will have access to all products, services and locations of CFCU.

Communication Federal is pleased to welcome the members and employees of North East Kansas Credit Union. We hope the expanded products, services and locations will better serve your financial needs.

Please take the time to read through this special newsletter regarding the merger. If you have any questions, don't hesitate to call.

Sincerely,

**Boyd Fetterolf,**

North East Kansas Credit Union Board Chair

**Jennifer Froman,**

North East Kansas Credit Union President/CEO

**Mirl Whisman,**

Communication Federal CU Board Chair

**Larry Shropshire,**

Communication Federal CU President/CEO



# Checking Account Changes You Need to Know

There will be a few changes to your North East Kansas Credit Union Checking Account, as it transitions to Communication Federal Credit Union; however, CFCU is prepared to handle all of your financial goals with its multiple checking account packages. Below are a few checking related changes that you should be aware of, but for more information regarding the merger, please visit [comfedcu.org/NEKCU](http://comfedcu.org/NEKCU).

Your account number and routing number will change to CFCU's numbers. Changes to your account number will follow those in the account number matrix, outlined in the Other Important Account Changes section, of this newsletter. The Communication Federal Credit Union routing number is **303085476**.

We will have a temporary cross-reference set up to ensure that items post to your account, for two months following the merger; however, the Federal Reserve will discontinue the NEKCU routing number, following this time-frame. This could cause items using the old routing number to be rejected. Checks written on your NEKCU account, that are in-transit or outstanding, will clear on your new CFCU checking account, during the two-month window of the Federal Reserve cross-reference.

CFCU will provide one box of CFCU branded checks to NEKCU checking account holders, free of charge. We are working to have these mailed to you before the merger. Please begin using your new CFCU checks on December 1, 2021. If you have more than one box of NEKCU checks on hand, CFCU will replace these checks, free of charge. Simply bring the unused checks to any CFCU branch, and CFCU will order replacements.

CFCU will send a replacement debit card that works with your new account, following the merger. Your NEKCU debit card will continue to work with your new CFCU account, but once you receive your new debit card, please begin using it and destroy your old one.

All NEKCU checking accounts will convert to CFCU's free PayMe Checking account. This account has no monthly service charge. As an added bonus, members who have direct deposit and enroll in electronic statements, will receive 10¢ for each debit card transaction, over \$5. CFCU also refunds up to \$25 in out-of-network ATM fees each month when these qualifications are met.

Any non-interest-bearing checking accounts will convert to CFCU's Share Draft No Dividends Checking account. You may change to any CFCU checking account, once the merger has taken place.

You will have a new PIN for ATM/debit transactions, after the merger. Your default PIN will be the last 4 digits of the primary account holder's Social Security or Tax ID number on file with North East Kansas Credit Union. **For your security, please change your PIN as soon as possible.** You may change your PIN by visiting a CFCU branch, after receiving your new card. When you change your PIN, it will update across all platforms, including ATM and Debit transactions.

Your checking account history from North East Kansas Credit Union will not migrate to Communication Federal Credit Union. We encourage you to print any needed account history for your records. Archives of past NEKCU account statements will be transferred to CFCU, should manual research be necessary.

Online Bill Pay history and settings will not transition to Communication Federal Credit Union. Please be sure to print copies of your bill pay history and payee information, prior to the merger. You will need to set up your payees and bills in the CFCU online bill pay system, once the merger is complete.

Communication Federal Credit Union provides Honor Pay Overdraft Protection, for members with at least \$500 per month direct deposit, when your account is maintained in good standing. The maximum limit for overdraft protection limit on a PayMe or Performance Checking account is \$1,000. The maximum overdraft protection limit for Student and Connect Card accounts is \$100. The account must be brought back to a positive balance, at least once every 14 days, to remain in good standing. You may also opt-in to have your everyday debit card purchases protected by overdraft protection. The cost to use CFCU's Honor Pay Overdraft Protection is \$25, per occurrence.

## Frequently Asked Questions

### When will the merger be effective?

The effective date of the merger will be November 30, 2021. You will be able to access your accounts at CFCU beginning December 1, 2021.

### Will I be able to use the different products and services CFCU offers?

Yes, your membership with North East Kansas Credit Union will be converted to a CFCU membership, which allows you to use everything offered by CFCU.

### Will the North East Kansas Credit Union Location Remain Open?

Yes, CFCU will retain the current NEKCU location and it will continue to be staffed and managed by the current NEKCU branch team. You can view a complete list of all CFCU branches on our website at [comfedcu.org/locations](http://comfedcu.org/locations).

### Will my payroll and other automatic deposits still happen?

Yes, all electronic deposits will continue temporarily. As of December 1, 2021, the routing/transit number and your account number will change. Account information will need to be updated if you have any electronic transactions posting to your account.

### Will my payroll and other automatic deposits still happen? (Continued)

For two months following the merger, there will be a temporary cross-reference set up, to ensure items post to your account. After these two months, the Federal Reserve will discontinue the NEKCU routing number, causing items using the old number to be rejected.

### Will my NEKCU loan stay the same when it converts to CFCU?

Yes, your rate, term, payment amount and payment due date will stay the same on most loans, when they transition to CFCU. The only exception will be mortgage loans. All mortgage loan due dates will transition to be due on the first day of the month, once the merger is complete.

### What happens to deposit rates with the conversion?

The rate for all savings accounts will change to CFCU's current rates. CFCU offers rates very similar to those offered by North East Kansas Credit Union. They also have a variety of money market and certificate options that will allow you to earn more on your deposits. Your North East Kansas Credit Union certificate rates and terms will stay the same after the merger, until they mature. Visit [comfedcu.org/rates](http://comfedcu.org/rates) for a complete listing of current rates.



# Other Important Account Changes

## New Member Numbers

As a result of the merger, with Communication Federal Credit Union, your member number will change to a seven-digit number. This change is necessary, so that member numbers do not duplicate existing CFCU member numbers. The prefix **320**, plus any zeros necessary to make your member number seven digits, will be added to your existing member number. Following are examples:

NEKCU Account Number	New CFCU Member Number
12	<b>320</b> 0012
1234	<b>320</b> 1234

## Online Banking

You can enroll in online and mobile banking with CFCU, following the merger. Just visit [comfedcu.org](http://comfedcu.org), and click the *Login* button near the top right of the page. In the dialogue box that appears, click the link *Enroll in Online Banking*. You'll use your new CFCU member number, and follow the on-screen prompts to complete your enrollment.

## Mobile Banking

Once you've completed your online enrollment, download the CFCU mobile app from the Apple or Google Play app store. You will need a valid phone number in your membership record to enroll in our online banking system. Please ensure a valid phone number is included on your NEKCU membership information, prior to the merger.

## Account Information

Prior to November 23, 2021, please make sure your address and phone number, on file with North East Kansas Credit Union, are accurate. This will help ensure we are able to communicate with you about your account, following the merger. It will also ensure sensitive member information, like account statements and account notices, are delivered to the correct address.

## Routing/Transit Number

As of December 1, 2021, the routing/transit number on your accounts will change. This number will need to be updated, if you have any electronic transactions posting to your account. Your new routing/transit number is 303085476. Please notify your payroll department, social security administration, or any other entity, making an electronic withdrawal or deposit, as soon as possible. Since your member number will change, in conjunction with the merger, please inform anyone making electronic deposits or withdrawals to your account that this information must be changed.

## Statements/Tax Information

Your December 31, 2021 account statements, and year-end tax statements, will be generated by CFCU. Though we will not have account history prior to the merger, your year-to-date tax information will transfer to Communication Federal Credit Union.

# New Features Now Available

## Checking Account Options

CFCU offers checking account options to fit your needs. Packages range from our free PayMe Checking, that pays you 10¢ each time you use your Visa debit card for a purchase of \$5 or more, to our free Performance Checking account, which pays you 1.25% APY\*, when the qualifications are met for each account. To find out about checking options, visit your local branch or [comfedcu.org](http://comfedcu.org).

## Mortgages and Home Equity Loans

CFCU has a variety of mortgage and home equity loan options to fit your needs. Our mortgage terms range from 15 to 30 years and our home equity terms are from five to 15 years. Best of all, we have low costs and great rates. We even offer real estate loans for investment property.

## Mobile and Online Banking

All CFCU members have access to a free online banking system and mobile app. You can view accounts, make mobile check deposits, download eStatements, make peer-to-peer payments with Zelle® and transfer money. In addition, all CFCU members have free access to Credit Sense to see their free credit score on demand and have their credit monitored.

## Credit Union Access

As a CFCU member, you now have more locations to access your accounts. CFCU has 23 branches and is connected to over 5,600 CO-OP Shared Branches nation-wide, where you can access your accounts. CFCU is also a member of the ATM Zone and TransFund No-Surcharge ATM groups, to allow convenient access to your money.

## Online Loan and Account Applications

It's easy to apply for a loan, or add an account, using our online applications. It takes less than 10 minutes to complete and is available on our website, whenever you need it. You can also always apply, and get more information about the loan that best suits your needs, by visiting your local branch.

## Storm Shelter Loans

CFCU pioneered loans for storm shelters to make sure our members could afford the safety of an in-home storm shelter. You can finance a storm shelter for only 2.74% APR.\*\*

## MemberHaven Insurance

CFCU, along with other Oklahoma credit unions, owns MemberHaven Insurance, which is a full service insurance agency that offers competitive rates and free insurance reviews to make sure your coverage is right for you.

\*APY = Annual Percentage Yield

\*\*APR = Annual Percentage Rate

Federally insured by NCUA





4141 NW Expressway, Suite 200  
Oklahoma City, OK 73116-1675



## CFCU Branch Locations

### Ada

831 East Main Street  
Ada, OK 74820  
580.332.6306

### Ardmore

1549 North Rockford Road  
Ardmore, OK 73401  
580.223.0614

### Bixby

11894 South Memorial Drive  
Bixby, OK 74008  
918.943.3229

### Broken Arrow

950 North Aspen Avenue  
Broken Arrow, OK 74012  
918.258.7646

### East Edmond

1201 West I-35 Frontage Road  
Edmond, OK 73034  
405.509.7573

### Edmond

100 NE 150th Street  
Edmond, OK 73013  
405.607.0080

### Enid

2021 West Owen K. Garriott  
Enid, OK 73703  
580.233.1725

### Lawton

108 SW 17th Street  
Lawton, OK 73501  
580.355.9817

### Goodyear Employees\*

901 Goodyear Boulevard  
Lawton, OK 73505  
580.536.2094

### Muskogee

601 North York Street  
Muskogee, OK 74403  
918.682.4333

### Norman

300 12th Avenue SE  
Norman, OK 73071  
405.307.8800

### Oklahoma City

4901 NW Expressway  
Oklahoma City, OK 73132  
405.621.

### Downtown OKC

427 NW 6th Street  
Oklahoma City, OK 73102  
405.879.5680

### South OKC

520 SW 89th Street  
Oklahoma City, OK 73139  
405.879.5645

### South OKC/Moore

3401 SW 104th Street  
Oklahoma City, OK 73159  
405.848.3437

### West OKC

1600 South Mustang Road  
Yukon, OK 73099  
405.577.0064

### OG&E Employees\*

3220 South High Avenue  
Oklahoma City, OK 73129  
405.553.8195

### Owasso

12312 East 86th Street North  
Owasso, OK 74055  
918.376.4544

### Shawnee

4501 North Kickapoo Street  
Shawnee, OK 74804  
405.273.0414

### Topeka

1015 SW Wanamaker Road  
Topeka, KS 66604  
785.234.1036

### North East Topeka (post merger)

3174 SE 6th Avenue  
Topeka, KS 66607  
785.670.5915

### Tulsa

Downtown Tulsa  
108 East 8th Street  
Tulsa, OK 74119  
918.591.5515

### South Sheridan

3106 South Sheridan Road  
Tulsa, OK 74145  
918.665.3760

\*Restricted Member Access

[comfedcu.org](http://comfedcu.org)