

loc CREDIT UNION



Let's win. Together.

**MERGER
INTEGRATION
GUIDE**

Letter to Membership

Dear Valued Member:

On July 1, 2022, MemberFocus Community Credit Union became LOC Credit Union with the Dearborn locations continuing to operate as MemberFocus Community Credit Union, a division of LOC Credit Union.

This culminated nearly a year and a half of discussions and groundwork by both credit unions, and the approval of the merger by LOC Credit Union members on April 26, 2022.

The final phase of this merger occurs August 1, 2022, when our system integration takes place.

The entire team of the newly combined Credit Union has spent several months preparing for a smooth transition for our members. It's important to note that both of the former credit unions are on the same core processing system which leads to a more seamless integration and provides economies of scale.

What does this system integration mean to you? In short it means:

- Access to branch locations in Farmington, Hartland and Howell
- A brand-new digital banking experience
- A newly issued Visa Debit Card with the LOC Credit Union logo
- No change to your insurance coverage. Your savings remains federally insured to at least \$250,000 by the National Credit Union Administration, a U.S. Government agency
- The team you have come to know at the Dearborn locations will continue to assist with your every-day financial needs

This booklet contains a comprehensive overview of our merger integration and what you can expect from your Credit Union moving forward. Most importantly, please make note of any dates leading up to August 1, 2022.

Please feel free to contact us at 800-581-2003 if you have any additional questions.

Thank you for being a member. We appreciate your business and look forward to serving your financial needs in the years to come.

Sincerely,
Stephen P. Grech
President/CEO

PS - Tell your friends and family---any Michigander is eligible to join! Membership is now available to anyone who lives, works, worships or goes to school anywhere in Michigan.

Merger Integration Schedule of Events

Date	What Happens & How to Prepare
Thursday, July 28	<p>New registration for online and mobile banking, and bill pay is disabled.</p> <p>Existing Mobile Banking apps removed from app stores.</p>
Friday, July 29	<p>Mobile deposit feature is disabled at 4 p.m.</p> <p>Please make any mobile deposits prior to 4 p.m.</p>
Sunday, July 31	<p>Online, mobile and iTalk telephone banking unavailable.</p> <p>No account alerts after 6 a.m.</p> <p>Although debit and ATM card access is available, consider using your MemberFocus Visa or another credit card to pay for larger purchases.</p> <p>Please delete existing MemberFocus apps as well as bookmarks related to memberfocus.org.</p>
Monday, August 1	<p>All branches open for normal business hours.</p> <p>New Digital Banking available beginning at 10 a.m. Download the LOC Mobile app in your device's app store.</p> <p>Set up account alerts in the new Digital Banking platform.</p> <p>You can activate and use your new LOC Visa Debit Card. Your previous MemberFocus Debit Card will no longer work.</p> <p>Extended Contact Center Hours: 8 a.m. to 6 p.m. 800.837.4562</p> <p>Visit loccreditunion.com/memberfocus-welcome for the most up-to-date information.</p>
Tuesday, August 2 – Friday, August 5	<p>Extended Contact Center Hours: 8 a.m. to 6 p.m. 800.837.4562</p>

Important Information

Account Agreements and Disclosures

Your June 30 eStatement contained updated Account Agreements and Disclosures, including a revised Fee Schedule. If you receive paper statements, this was mailed to you separately. The Fee Schedule is included again at the end of this booklet for your reference. All documents are available on our website.

Bill Pay

If you use Bill Pay, your payments will process as scheduled. Beginning August 1, you will notice a difference in how payments are processed. We will begin to check your account twice (once in the morning and once in the afternoon) to see if funds are available. Funds for payments sent by check will remain in your account until the check clears. You will see images of these checks in your account history once they clear. All recurring payments currently setup will process as scheduled after August 1.

Quarterly Dividend Payments

Account types with dividends paid quarterly will receive a dividend payment on July 31 for daily balance(s) during July. A dividend payment will also be made on September 30 for the months of August and September.

Statements

All members will receive a final statement from the MemberFocus system for month-end July. This statement will be delivered by either mail or electronically based on your previous statement preferences. Please keep this statement as a reference point.

What's Staying the Same

Account Number

Your account number remains the same.

ATM Access

You will continue to enjoy fee-free access to CO-OP Network ATMs for deposits and withdrawals. There are nearly 30,000 across the United States.

Checks

You can continue to use your existing checks. Any future orders will be issued with the LOC Credit Union logo and Routing Transit Number. Harland Clarke remains our third-party check provider should you need to place a reorder.

Credit Cards

You can continue to use your existing Visa Credit Card issued by MemberFocus Community Credit Union. In mid-2023, you will receive a new card issued by LOC Credit Union.

Direct Deposit of Payroll, Pension and Social Security

Your existing direct deposits will continue to post to your account as they do today. If you need to make changes or establish a new direct deposit after August 1, please use your account number and our new Routing Transit Number 272479812.

Electronic Withdrawals

Any automated withdrawals from your account that have been previously established will also process as they do today. If you are setting up new automatic withdrawals after August 1, please use your account number and our new Routing Transit Number 272479812.

Loan Payment Due Dates

If you have a loan with us, your payment due date remains the same.

What's New

These changes are effective August 1, 2022

Routing Transit Number

Our new number is 272479812. Please use this number with your account number when setting up any new automatic deposits or withdrawals.

Extended Contact Center Hours

Members can now call our Contact Center from 9 a.m. until noon on Saturdays at 800.837.4562.

Expanded Branch Network and Appointment Banking

On August 1, members will have access to three additional branch locations with deposit-automated ATMs.

Farmington	Hartland	Howell
22981 Farmington Rd Farmington, MI 48336-3915	10002 Highland Rd Hartland, MI 48353-2520	3020 E. Grand River Ave Howell, MI 48843-8510
Lobby Monday – Friday 10 a.m. until 5 p.m. Saturday 9 a.m. until 12 p.m. Drive-Thru Monday – Thursday 9 a.m. until 5 p.m. Friday 9 a.m. until 6 p.m. Saturday 9 a.m. until 12 p.m.	Lobby Monday – Friday 10 a.m. until 5 p.m. Saturday 9 a.m. until 12 p.m.	Lobby Monday – Friday 10 a.m. until 5 p.m. Saturday 9 a.m. until 12 p.m. Drive-Thru Monday – Thursday 9 a.m. until 5 p.m. Friday 9 a.m. until 6 p.m. Saturday 9 a.m. until 12 p.m.

Also beginning August 1, you can make an appointment to see a Financial Success Specialist at any LOC Credit Union branch location. Appointments are available during normal business hours and are subject to availability.

New Visa Debit Card

If you have a MemberFocus Community Credit Union MasterCard Debit Card, you should have received a Visa Debit Card issued by LOC Credit Union in mid-July. This card CANNOT be activated or used until August 1, 2022. Please read the insert included with this card for more details. Your previous card will no longer work after August 1, and you will need to contact any merchants that have the card old number to update payment information.

Instant Issue Debit Cards

Beginning August 1, if you need a debit card for any reason, we will be able to instant issue you one at any of our five locations.

Expanded Field of Membership

Tell your friends and family---any Michigander is eligible to join! Membership is now available to anyone who lives, works, worships or goes to school anywhere in Michigan.

Mortgage Expertise & Solutions

We are pleased to introduce you to **Charlie Nusser** (NMLS #1273515)



who will assist the home financing needs of our members in Wayne and Oakland Counties. Charlie has been in the Real Estate lending space for more than nine years with experience in underwriting, loan origination and the closing of mortgage loans.

Charlie is ready for a no-pressure discussion to review your options to be pre-approved so he can help get you in your dream home. He'll walk you through a variety of options including conventional 15 and 30-year fixed-term mortgages as well as adjustable-rate mortgage (ARMs) options.

Contact Charlie: cnusser@loccreditunion.com | 248-222-2328

New Digital Banking Experience

You can learn more about all the new Digital Banking features at loccreditunion.com/memberfocus-welcome

With this merger integration, we're excited to introduce you to an intuitive and robust Digital Banking solution that will offer a seamless experience regardless of the device you use. **Members with multiple member numbers or who are joint on other accounts will see all their account information under one login.**

In addition to a consistent experience across all of your devices, there will be a number of new features and added functionality, including:

- Comprehensive credit score analysis, reporting and more
- Financial Wellness tools for spending, saving and personal financial management
- Quick access to accounts and available balances
- Member-to-member account transfers
- Add and monitor your accounts outside of LOC for a full circle view of all of your account activity in one convenient location
- Increased card controls across all devices
- Multi-factor and biometric authentication for added strength and security

- Customized account alerts and notification options to keep you in control of your finances
- Joint members can also have their own login credentials
- Clean transaction descriptions to help you more easily identify and track transactions
- Ability to establish stronger passwords and 2-Factor Authentication for logging into your accounts

How to Access Your Accounts

We will only be converting those accounts with login activity in the last 12 months. **Members who have multiple member numbers will need to use the username associated with their oldest member number to login for the first time.**

For those existing users, the first time logging-in to our enhanced Digital Banking solution will be a simple process:

- Delete any existing MemberFocus apps from your devices
- Download the LOC Mobile app from your app store. Search for LOC Mobile. If you don't use a mobile device, go to online.loccreditunion.com
- Enter in your previous online banking username and password. Select "Login"
- You will be prompted to create a new password
- Read the disclosure and select "Agree"
- Verify your identity by entering in personal information associated with your account (Username, Account Number, Social Security Number, date of birth and e-mail address)
- To easily choose the birth year, simply click on the "2022" in the upper left-hand corner of the calendar to populate a scrolling calendar
- Select a delivery method to receive a temporary password (text or e-mail)
- Select the "Login" button
- Enter your username and the password that was just sent to you
- Now you will create a new password. Make sure your password meets all of the necessary requirements in order to keep your account secure:
 - At least ten characters
 - At least one lowercase letter

- o At least one uppercase letter
- o At least one number

How to Hide Accounts

You can hide an account on the “Dashboard” without affecting your ability to transfer to and from that account. However, if you hide your account in the “Accounts” widget, you will no longer be able to transfer funds to or from that account. To regain access to an account, go to “Settings” and modify it under the “Accounts” tab.

Hiding Accounts Through the “Dashboard” (Desktop Only):

- On your Dashboard, click the gear icon
- Uncheck any account you’d like hidden

Hiding Accounts Through the “Accounts” Widget*:

- Hover over the “Accounts” tab and select “Accounts”
- Select the pencil to edit account details
- In the drop-down menu, select the account you’d like hidden
- Check the box to “Hide This Account”

**Please note, if you hide your account this way, you will not be able to transfer funds to/from that account.*

How to Add Account Alerts

Along with e-mail alerts, the new solution allows for push notifications to your mobile device. Go to “Tools”. Select “Alerts”. Then, configure your alert settings. You will also have the option to sign up for SMS alerts. To enable, go to “Settings”. Select “Contact”. Then configure your mobile number settings to receive SMS alerts.

Partnership Celebration Specials!

In celebration of our new partnership and combined Credit Union, we are pleased to provide you two great special offers on home equity loans.

Our home equity offerings are different than most banks and credit unions. You get the same great rate regardless of your credit score*. We base our rates on your home’s loan-to-value (LTV) and our lien position. Plus, there are no application fees or annual fees. With home values at all-time highs, there has never been a better time to leverage your equity.

Partnership Celebration Specials!

Fixed-Term Home Equity Special

Enjoy a 3-Year Fixed-Term Home Equity Loan at 3.50% APR for up to \$20,000. This loan is perfect for home improvements like a new roof, deck or patio, HVAC system or finishing your basement.

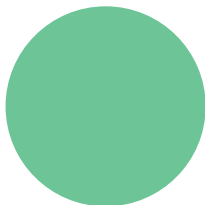
Home Equity Line of Credit 12-Month Introductory Rate at 2.85% APR

Enjoy access to a low-cost revolving line of credit with a great introductory rate available for the first 12 months after the loan closes. Plus:

- Borrow up to 80% of your home's LTV up to \$250,000
- Take advantage of a draw period of 10 years and repayment terms up to 15 years
- Make interest-only payments during your draw period
- After the introductory period, the loan reverts to the variable APR as stated in the HELOC addendum—currently as low as 4.50% as of July 1, 2022

Rates Subject to change at any time.

**You must qualify, meet our underwriting criteria and be approved.*





Schedule of Fees

Effective 08/01/2022

Basic Checking	FREE	Garnishment/Levy	\$50.00
Secure Checking	\$4.95	Replace VISA Credit Card	\$5.00
Early Close Account – First 90 Days	\$5.00	Cashier's Check	\$2.00
Copy of Cleared Check	+ \$3.00	Foreign Item Processing Fee	\$5.00
Statement Copy (per month)	+ \$3.00	Money Order	\$2.00
Monthly Dormant Account (after 12 months)	\$25.00	Stop Payment on Money Order	\$30.00
Non-Sufficient Funds or Overdraft Privilege	\$30.00	Money Order Copy	\$10.00
Overdraft Transfer (Same or Another Acct)	\$3.00	Incoming Wire Transfer	\$5.00
Returned Deposited Item (Teller, Mobile, ATM)	\$10.00	Incoming Wire Transfer International	\$10.00
Stop Payment	\$30.00	Outgoing Wire Transfer	\$20.00
Returned Item Deposited Item Written By Account Holder	\$30.00	Outgoing Wire Transfer International	\$40.00
Reconcile Account per hour/minimum charge	\$20.00	Skip-A-Pay <i>Consumer Loans Only</i>	\$25.00
Account Verification	\$5.00	Collection Account Closure/Reinstatement	\$10.00
Monthly Paper Statement Fee <i>Applies to accountholders over 18 and under 65</i>	\$2.00	Monthly Identity Protect Fee*	\$3.00
Bad Address Fee (<i>Returned paper statements only</i>)	\$5.00	Escheat Account	\$50.00
Service Center/Shared Branch <i>Per visit fee for each account on which you transact</i>	\$5.00	Vehicle History Report	\$15.00
ATM / Debit Card		Bill Pay Expedited Payment & Misc Fees	
LOC CU & CO-OP Network ATMs	FREE	Next Business Day Overnight Rush Check Payment	\$34.95
All Other ATMs <i>per withdrawal</i>	\$2.00	2 nd Day Rush Check Payment	\$29.95
Balance Inquiries at Non-LOC Machine	+ \$2.00 Each	2 nd Day Electronic Delivery	\$6.95
Replacement Card Rush Fee	\$35.00	Gift Check Fee	\$2.99
Non-Member Fees		Charitable Donation	\$1.99
On-Us Check Fee <i>when cashing LOC checks over \$50</i>	\$5.00	Payment Cancellation Fee <i>if before disbursement - when provider must do it</i>	\$7.50
		Express Mail Notification	\$15.00
		Paper Receipt Payment Notification	\$10.00
		Returned Item Fee	\$5.00
		Standard Proof of Payment when requested and not for a dispute	\$10.00
Notes			
+ Free in Digital Banking			
* Must be enrolled prior to July 1, 2022			

loc CREDIT UNION

memberfocus
COMMUNITY CREDIT UNION
a division of LOC Credit Union



22981 Farmington Rd
Farmington, MI 48336-3915

Call/Text Us: 800.837.4562

Federally Insured by NCUA
Equal Housing Lender

NMLS # 638122