



MIDLAND CREDIT UNION

MERGER RELATED QUESTIONS AND ANSWERS

GENERAL

Q. Where can I find up-to-date information regarding the merger?

A. *Everything you need to know about the merger can be found on a special merger page set up on MCU's website: www.MidlandCU.org/United*

Q. Will the Council Bluffs branch remain open?

A. *Yes*

Q. Will the credit union hours be changing?

A. *Yes. The Council Bluffs office hours will change to match MCU's hours of operation. (Mon., Tue., Thu., & Fri. 8:30 a.m. to 5:00 p.m.; Wed. 9:30 a.m. to 5:00 p.m.) You will have 24/7 access via MCU's Online Banking and Mobile Banking App. You will also have access to Co-Op Shared Branching.*

Q. What is Co-Op Shared Branching?

A. *A national network of credit unions from all over the country that shares facilities, giving you over 5,000 convenient locations to perform transactions. The current list of available shared branch facilities can be found at www.Midlandcu.org/Shared-Branching.*

Q. Will my account number change?

A. *Yes. Your account and routing numbers and suffixes to your share and loan types will change. A welcome letter will be mailed to you on 4/16/24 that contains your new member account number(s) and routing number that will take effect on 5/1/24.*

CHECKING & DEBIT CARDS

Q. Are there other savings products offered by MCU?

A. *Yes. MCU offers Money Market accounts that yield higher interest rates than a traditional Share Savings account. Additionally, your MCU checking account will be eligible to earn interest.*

Q. Will I need a new Debit Card?

A. *Yes. Existing UCU Debit Cards will not work after 4 a.m. on 5/1/24. **Do not destroy your existing UCU Debit Card until 05/02/24.** New MCU Debit Cards will be mailed in a plain envelope on April 16, 2024. If you do not receive your NEW card by 04/26/24, please call MCU at (515) 278-1994. **HOLD ONTO YOUR NEW MCU CARD AND DO NOT ACTIVATE UNTIL AFTER 6 A.M. ON 5/1/24. TO ACTIVATE YOUR NEW MCU DEBIT CARD CALL 800-717-4923.***

Q. Will my Debit Card PIN still work, or will it change?

A. *When you activate your NEW MCU Debit Card, you'll be prompted to set up your PIN, which can be the same PIN that you have been using.*

Q. Will my recurring card transactions set up with my existing Debit Card still work?

A. Any recurring payments on the current debit card must be re-established to include the newly issued Debit Card information.

Q. What do I do about my automatic payments or direct deposits into my UCU account? (i.e., paycheck, pension, Social Security)

A. Direct deposits and automatic payments set up for your UCU account will automatically transfer to your MCU account. When you receive your new account letter, please notify the companies of your new account number and routing number. (MCU Routing # 273976181) Please contact MCU if you need an official direct deposit document with your new deposit information.

Q. Will I have access to Digital Wallet with my MCU Debit Card?

A. Yes. You'll have access to Apple Pay, Google Pay, Samsung Pay, Fitbit Pay, and Garmin Pay.

Q. Will my automatic transfers for my loan payments and savings deposits be affected?

A. Your automatic transfers for United loan payments and savings deposits will be set up on your new Midland CU account. You can view and manage them within Online or Mobile Banking by going to "Transfers" and "View Scheduled Transfers."

DIGITAL BANKING

Q. What can I do to prepare for the merger?

A. If you use Online Banking, we suggest completing the following items to prepare for the merger:

- Download at a minimum your Year End 2023 and all 2024 statements for quick reference.
- Schedule any online transactions before 5:00 p.m. on 04/22/2024.
- Have extra cash on hand since there will be periods of reduced debit card limits.

Q. Will I have a new Login/Password for Online and Mobile Banking?

A. Yes. On or after 05/02/24, you'll create a new Login/Password. For primary account holders your Online Banking username and Mobile Banking username will be your new account number contained in the 4/16/24 welcome letter. Your password is the first letter of your first name, your last name, along with the last four digits of your SSN. For example, John Smith with the last four of his SSN being 1234, his password would be **JSmith1234**. You can then reset your password once you have accessed Online Banking and/or Mobile Banking. Joint account holders will need to contact Midland CU directly. If you need assistance, please contact MCU at (515) 278-1994 or by email at geninfo@midlandcu.org.

Q. How do I enroll in the New Bill Pay system on or after 05/02/24?

A. After setting up a new Login/Password for Online Banking, click the menu button (3 vertical lines in the web page's top left corner of the web page.) Then click "Bill Pay" to start setting up your Free MCU Bill Pay. **Set up must be done on your computer and not on your smartphone.** Once you have set up your Bill Pay account, you can use your computer or mobile app to make transactions and review history.

Q. Can I link my accounts at other financial institutions to my MCU account for easy transfers?

A. After setting up a new Login/Password for Online Banking, click the menu button (3 vertical lines in top left corner of web page). Then click "External Accounts" to get started linking your accounts. **Set up must be completed on your computer and not on your smartphone.** Once you have linked your accounts, you can use either your computer or the mobile app to manage transactions.

Q. Will I have access to MCU's Mobile App?

A. Yes. Simply download the new app by searching "Midland Credit Union" in the app store on or after 05/02/24. There are many services available on the MCU Mobile App, including Mobile Deposit, Loan Payments, Pay a Member (MCU Accounts), Bill Pay, Apply for a Loan, Set Alerts for your Debit and/or Credit Cards, Statements, and so much more! For primary account holders your Mobile Banking username will be your new account number contained in the welcome letter. Your password is the first letter of your first name, your last name, along with the last four digits of your SSN. For example, John Smith with the last four of his SSN being 1234, his password would be JSmith1234. You can then reset your password once you have accessed Online Banking and/or Mobile Banking. Joint account holders will need to contact Midland CU directly. If you need assistance, please contact MCU at (515) 278-1994 or geninfo@midlandcu.org.

LOANS

Q. Will my current loans change?

A. The rate and term of your loan will not change.

Q. Will I have more options when obtaining loans?

A. Yes. MCU offers competitive rates on new or used autos, RVs, boats, motorcycles, ATVs, jet skis, travel trailers, and more. You can also take advantage of personal loans or apply for an MCU Mastercard. Various mortgage loans are also available, including 1st mortgage loans, VA loans, FHA loans, along with home equity fixed-rate loans and home equity variable-rate lines of credit.

ADDITIONAL PRODUCTS & SERVICES

Q. Will my statements or eStatements look the same after the merger?

A. Your April 2024 statement, arriving at the beginning of May, will be the same that you have always received. Starting in June, your statements will come from MCU and have an easy-to-read new look.

Q. Will I still have access to Telephone Banking (Matilda)?

A. No. The UCU Telephone Banking service will cease as of (04/30/2024). MCU members are encouraged to utilize Online Banking or Mobile Banking for quick access to their account information and transfers.