



## Questions and Answers about the Upcoming Merger

### When will the merger be finalized?

Our planned merger date is January 1, 2019. However, our branches will not be operating as CoVantage branches until after **the computer conversion on January 31, 2019.**

### Will my account numbers change?

Yes. You will have new account numbers issued with the conversion to CoVantage's computer system on January 31. We will communicate with you prior to the conversion date about when you will receive your new account number, membership card, ATM/debit card, and credit card.

### Will my automatic payments and deposits still work?

All automatic payments and deposits currently debited and credited to your CACU account will need to be updated with your new CoVantage account number and routing number. We will notify you in advance of when such updates will need to be made. **CoVantage will continue to post all automatic payments and deposits that were formerly linked to your CACU account and routing number for 60 days after the January 31st computer conversion.**

### Will I get new checks and/or a new ATM/debit card?

Your existing checks that were issued by CACU will be accepted by CoVantage for 60 days after the January 31st computer conversion. After that, if you still have checks left, CoVantage will offer a "buy-back" program to reimburse you for a portion of any remaining unused checks. You will be able to use your ATM/debit cards issued by CACU through the date of conversion, and then such cards will be deactivated. CoVantage will issue new ATM/debit cards prior to January 31, 2019 so you will not be without an ATM/debit card at any time. We will communicate more details on these changes as the date for conversion approaches.

### What about my credit card with CACU?

You will be able to use your credit cards issued by CACU through the date of conversion, and then such cards will be deactivated. CoVantage will issue new credit cards prior to January 31, 2019 so you will not be without a credit card at any time. We will communicate more details on these changes as the date for conversion approaches.

### What will happen to my loans at CACU?

Any loans you have with CACU will be transferred to CoVantage with no change to your payment amount, due date, or

### Patronage Provided by the CACU Board

Over the years, CentralAlliance Credit Union has been very successful in maintaining what regulators consider to be a high level of capital. This capital represents the funds we've set aside to help keep our credit union strong during difficult times. With the upcoming merger, rather than transfer this extra capital to CoVantage, we have elected to give a portion back to you, our member-owners. To do this, the CACU Board of Directors has decided to provide a patronage payment to those who were members of CACU as of 12/31/17. The amount each member will receive will be based on your total share or deposit balance as of 12/31/17. This patronage payment will be deposited as a dividend into each eligible member's primary share account in December of this year. We are proud to be able to distribute over \$6 Million to our membership.

interest rate. Prior to the computer conversion, CoVantage will provide you with a new loan payment card that will include your loan number and other details. For the past 37 years, CoVantage members have received patronage in the form of a loan interest rebate, similar to CentralAlliance's Loan Rewards Program. In 2019, interest you pay on loans with CoVantage will be eligible for future loan interest rebates, which return a portion of the interest paid on loans during the year.

### Will the current branches remain open?

Yes. CoVantage is committed to serving the Appleton, Neenah, and Menasha communities.

### I don't visit any branches. How can I get assistance from CoVantage?

CoVantage has a full-service, contact center that is available **7 am to 7 pm weekdays, and 8:30 to noon on Saturdays.** Members can speak to a staff member who can assist with virtually any request, including: questions about existing accounts, applying for loans, and much more.

### Will I still know the employees?

Yes. CoVantage plans to retain all current CACU employees. In fact, we expect to add staff to cover the future increased office hours, expanded services, and as our membership grows.