

Questions and Answers about the Upcoming Merger

When would 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. **We expect the conversion to occur 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, and ATM/debit 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 may continue to use your credit card until you receive notice from us about moving it to a CoVantage credit card. We will keep you informed of this as we get closer to conversion. CoVantage offers attractive credit card rates and a rewards credit card option. Rewards card holders are automatically enrolled in CoVantage's ScoreCard Rewards Program and can earn points for merchandise, travel or cash in the form of a statement credit.

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

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 36 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.

What will I earn on deposits?

CoVantage has very favorable rates. In fact, through March 2018, CoVantage was ranked 4th out of over 5,600 credit unions in member value by Callahan & Associates, an independent credit union research company. CoVantage offers a wide range of deposit accounts, including money market, checking, IRAs, health savings accounts, and share certificates. To see their most up-to-date interest rates, visit www.covantagecu.org.

Does CoVantage have many fees?

CoVantage has very few fees and their fees are lower than CACU for those that do exist. With CoVantage, you will enjoy unlimited fee-free withdrawals at all of their ATMs, including over 30,000 ATMs nationwide that belong to the Co-op and Alliance One networks.

Will the current branches remain open?

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

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.

Where are other CoVantage branches located?

Headquartered in Antigo, CoVantage has branches in Stevens Point, Shawano, Wausau, Weston, Rib Mountain, Rothschild, Rhinelander, Crandon, and Elcho in Wisconsin; and Menominee, Iron River, and Crystal Falls in Michigan.

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

CoVantage has a full-service, Antigo-based 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.

What if I have additional questions?

Please contact Tonni Larson, CentralAlliance CEO, at 920-720-2572, ext. 222; or Sherry Aulik, CoVantage SVP Chief Administrative Officer, at 715-627-4336, ext. 2252.

